

Valley Community Development – Homeownership Program Assistant Job Description

About Us

Valley Community Development (Valley) is a community-based nonprofit formed in 1988 and serves Hampshire, Hampden, and Franklin counties in Western Massachusetts. We empower underserved low- and moderate-income people and improve the quality of their lives and accomplish this by developing affordable housing, providing small business economic opportunities, and first-time buyers, homeowner support and financial literacy counseling.

About the Position

Our Homeownership Program works with homebuyers, homeowners, homeowners facing foreclosure, and individuals at all stages of their housing journey. A Homeownership Program Assistant is key to making that happen. You will handle client intakes, documents, manage monthly events, answer client questions, and be the first line of contact for people interested in our program. We've worked to expand our Homeownership Program and need to staff up to keep up with the demand! We primarily serve people with lower incomes and people from historically disenfranchised groups.

Example of Responsibilities

- Communicate with clients regarding intake data and registration
- Coordinate webinars, including event creation, registration, communication with presenters, tracking attendance, follow-up, and data entry
- Handle client file management and data entry
- Provide support to the Homeownership Program Manager across all areas of the program as needed

What We're Looking For

- Someone who has a passion for helping people
- Bi-lingual - English and any other language (fluent speaking, not necessarily written). For example, Spanish, Portuguese, Chinese, Haitian Creole, Vietnamese, Ukrainian, Urdu, etc.
- Commitment to working with historically underserved people
- Self-starter and an independent worker
- Comfortable learning new programs or software
- A communication style that is clear and supportive
- 2+ years in data entry or office work
- Proven ability to complete projects on time and with accuracy

What would be great

- Comfortably proficient with programs such as Eventbrite, Salesforce and/or Learning Management Systems
- Interest in housing counseling or obtaining a HUD certification
- An understanding of rental applications and/or comfort helping clients fill out rental applications
- Familiarity with the area's social services networks

Salary and Benefits

- This is an in-person position. Evening hours are required three times monthly and early morning hours may be required if needed.
- Homeownership Program Assistant reports to the Homeownership Program Manager and works closely with the Office Manager.
- We require that staff are vaccinated against COVID.
- Salary range for this position is \$20-22/hr. This is a non-exempt hourly position. Valley's full-time work week is 37.5 hours, and hours are generally scheduled between 9am and 5pm Monday through Friday. This position is part-time (minimum 18-20 hours/week).
- 15 vacation days, 2 personal days, and 15 sick days (pro-rated if part-time), health and dental insurance, and IRA matching depending on 30 hours+/week. Our office is in downtown Northampton with free parking.

Application Process

Apply by emailing js@valleycdc.org. Include your resume and responses to the questions below. Do not send a cover letter. Valley will begin review of applications on March 13, 2023, and the position will remain open until filled. References may be requested.

1. Why do you want to work at Valley Community Development?
2. Why do you want to work with first-time homebuyers and those in housing crises?
3. What is your familiarity with Hampshire, Hampden, and Franklin counties?

Valley's nine staff members are dedicated professionals from varying backgrounds. The organization, Board of Directors, and staff adopted the MACDC Racial Equity pledge in December 2021. One of the prime tenants of this pledge is that our staff should be diverse, equitable, inclusive, and representative of the communities we serve. **We encourage all to apply even if you do not meet 100% of the requirements.**

Valley is an equal opportunity employer. Valley will not engage in discrimination against, or harassment of any person employed or seeking employment with Valley on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, status as a protected veteran, or other characteristics protected by law. We are committed to fostering a diverse and inclusive environment.