

## Hawaii HomeOwnership Center Job Description

<b>Job Title:</b>	Administrative Coordinator	<b>Job Category:</b>	Associate
<b>Area:</b>	HHOC	<b>Primary Function:</b>	Customer Service and Administration
<b>Location:</b>	Honolulu	<b>Travel Required (outside of the office):</b>	Occasional out of the office travel for training, meetings and events.
<b>Reports To:</b>	HHOC Executive Director	<b>No. Direct Reports:</b>	0
<b>Work Schedule:</b>	Full-time; 40 hours per week Monday to Friday. Occasional evenings and weekends may be needed for special events and operational needs.	<b>Position Type:</b>	Non-exempt

### Overview of the Organization

The HHOC Mortgage (HHOC-M) is a nonprofit organization that is affiliated with the Hawaii HomeOwnership Center (HHOC). Together, HHOC and its affiliated organizations are committed to increasing stability for families through homeownership preparation, access to resources, and post-purchase services. HHOC programs are expanding opportunities for Hawaii residents to achieve sustainable homeownership – including those of low and moderate income statewide. The key programs are organized by three HHOC affiliate nonprofit organizations that are governed by their own bylaws and board of directors, and work closely together to provide a convenient, “one-stop” resource for homebuyers in Hawaii.

1. HHOC: education & coaching for homebuyers to understand the buying process, gain financial literacy, connect with resources, and post-purchase services to ensure sustainability.
2. HHOC Mortgage: affordable financing to assist qualified buyers – niche products can assist borrowers that have less than 20% down payment with a lower monthly payment compared to mortgage insurance.
3. HHOC Housing & Land Trust: preserve affordable housing and homeownership opportunities in Hawaii.

HHOC is affiliated with national programs such as NeighborWorks® America and the Home Matters® movement. HHOC is financially supported by sponsors, donations and grants.

### Overview of the Position

The Administrative Coordinator is considered as the “Director of First Impressions,” and plays a critical role in ensuring that the center delivers high-quality customer service. The position provides support to the Center Director and other staff that is essential for positive customer experience and smooth operations from customer intake through customer closing and beyond.

This position has a coordination role for HHOC events from planning to implementation to ensure guests, volunteers, and participants have a positive experience.

It is imperative that the employee is committed to the overall HHOC/HHLT and HHOM purpose and leads by example to plan and execute the vision, mission, values, and objectives of the entire HHOC nonprofit organization.

### Job Description

#### ESSENTIAL ROLE AND RESPONSIBILITIES

##### Administration

1. Provide administrative support to the Executive Director and center staff such as program file preparation, donor acknowledgement, and special event coordination.
2. Perform general bookkeeping operations including recording all receipts and expenditures for review by the accountants.
3. Answer the telephone, schedule customers for orientation, and return voicemail messages promptly.
4. Maintain the organization's database and general files.

5. Maintains inventory and adequate stock of all supplies and equipment.
6. Ensure equipment and office are well maintained.
7. Assists with the maintenance and updating of kiosks, bulletin boards, and website for the Center that feature partners and Center activities.
8. Provide input and recommend solutions to update and maintain policies, protocols, procedures and ensure the optimum efficiency and effectiveness of the service delivery programs.
9. Follow program quality-control measures and procedures to achieve high customer satisfaction.
10. Assist the Executive Director with special projects as assigned and other tasks to achieve overall goals and operate a successful education and counseling program.
11. Comply with all laws, regulations, policies and procedures.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

1. Minimum of two years of experience in office administration, record keeping and reports.
2. Minimum of 1 year of experience in event planning and implementation.
3. Highly motivated self-starter with strong organizational, customer service skills and teamwork.
4. Versatility to adjust style and pace according to the client's needs and meet deadlines.
5. Interact effectively and confidently with individuals at all social, cultural and economic levels in Hawai'i who access the center's services, other members of the community, and partners.
6. General understanding in real estate, mortgage lending or housing is helpful.
7. A valid driver's license with access to a car with current safety check and required insurance preferred.

#### **SKILLS AND BEHAVIORS**

1. Fully committed to the overall HHOC mission, vision, and exemplifies its values.
2. Dedicated professional who engages customers and helps co-workers.
3. Growth and giving mindset and the ability to resolve conflict and challenges with innovative, win-win solutions.
4. Able to gain active support and commitment from others to collaborate, cooperate, and achieve positive measurable results.
5. Demonstrates prudent and resourceful financial and business acumen.
6. Organized and detail-oriented, critical thinker, and problem solver with awareness of how attitude, demeanor, and actions positively and negatively impact others or cause other implications.
7. Balanced discernment of highest and best use of own strengths and capabilities. Forward thinking, quick learner, and adaptable to constant change, new methods, and practices.
8. Approachable, proactive and helpful to assist others with genuine care and concern.
9. Proficient in using Microsoft Office suite and other computer applications with a general understanding of social media, new systems, and emerging technology.

#### **ENVIRONMENT/PHYSICAL REQUIREMENTS**

1. Ability to multitask, stay focused on doing the right tasks, and keep calm in a fast-paced business environment with multiple demands and competing priorities.
2. Lift up to 30 pounds to set up meeting rooms, materials, office supplies, and other tasks as needed.

#### **OTHER DUTIES**

1. Assist in planning and executing community relations and fundraising events.
2. Other duties as required for the position as requested by the HHOC Executive Director or supervisor.

**Interested candidates: Submit a cover letter and resume to [reina@hihomeownership.org](mailto:reina@hihomeownership.org)**