



Seeking an enthusiastic, organized, experienced team member!

We're looking for a full-time **Housing Counseling Program Assistant** to join our team, assist with our Housing Counseling Program, and serve as front office support to our busy organization.

Community Building Partnership of Stark County, Inc. ("CBP") is a nonprofit, 501(c)3 organization dedicated to strengthening Stark County neighborhoods. We're a small team of dedicated, hard-working individuals with an active Board of Trustees. We partner with many organizations in Canton and Stark County, working together to improve the health and well-being of our residents. Our two program areas – *Healthy Neighborhoods* and *Housing Counseling* – support our mission of strengthening Stark County neighborhoods.

Housing Counseling Program

We're a HUD-approved Local Housing Counseling Agency with a HUD-certified Housing Counselor on staff, providing guidance, budget and credit counseling, and educational workshops to Stark County residents looking to reach their financial goals, including buying their first home. We manage the City of Canton Down Payment Assistance Program, which provides down payment and closing cost assistance to qualified, low-moderate income first-time homebuyers.

Healthy Neighborhoods Program

As a collaborative member of the Stark County Neighborhood Partnership Program, our Healthy Neighborhoods Program works with Canton, Alliance, and Massillon neighborhood associations, providing education, training, and resources that encourage residents to invest their "time, effort, and money" ("TEAM" players) to improve their neighborhoods.

Your Responsibilities:

- Provide direct assistance to our Housing Counseling Program and Housing Counselor, including assistance with City of Canton Down Payment Assistance Program; tasks include taking phone calls, receiving customer applications/documents, scheduling appointments, sending out workshop invitations, and communicating with area lenders, realtors, title agencies, and City of Canton personnel;
- Enter customer information and transaction details into our client management system database (HomeKeeper), ensuring all customer records are kept up to date, including 30/60/90 day follow-ups;
- Serve as our front office connection to Stark County residents by answering phone calls, greeting clients, and connecting callers to our program managers and resources;
- Assist with design and publication of marketing and promotional materials for social media and web platforms;
- Assist with the development of educational presentations and training materials; offer assistance during workshops (virtual and in-person) and outreach events;

- Help keep our busy office organized, office supply inventories up to date, and assist with Board meeting reports and minutes;
- Maintain a positive relationship with CBP staff, customers, City of Canton personnel, community partners, neighborhood leaders, and residents; create/manage monthly work plans for our Housing Counseling Program Manager, including scheduling regular outreach to lenders and realtors.

Qualifications:

Our **Housing Counseling Program Assistant** will have great administrative skills, work well with others, be self-motivated with solid time management skills, and enjoy people-to-people interactions. In addition they will have:

1. A bachelor's degree from an accredited college or university; any number of disciplines would be applicable to this position (e.g., Business Administration, Public/Community Health, Education, Social Studies, Human & Social Services, etc.). Academic coursework and work experience can demonstrate candidate has the education, skills and experience needed to perform well in this position.
2. Excellent written/verbal communication and listening skills, strong interpersonal skills, and a team-player attitude.
3. Extensive knowledge of Microsoft Office programs, computer database skills, and familiarity with website and social media platforms. Salesforce experience a plus, as is graphics design experience.
4. Ability to effectively manage multiple responsibilities, projects, and priorities, and complete work in a timely and efficient manner with accuracy and attention to detail.
5. Respect for economic and cultural diversity, and be able to develop effective working relationships with diverse individuals.
6. An interest in improving and strengthening the lives of people and neighborhoods in Canton and Stark County. Knowledge of City of Canton area and residents is a plus.

Successful candidate must be drug-free, undergo a criminal background check, and possess a valid driver's license and reliable transportation. Regular working hours are Monday through Friday, 9 a.m. to 5 p.m. Availability for some weekday evenings and occasional Saturdays is required for educational workshops and neighborhood events (flex-scheduling can be applied).

This is a full-time, salaried position with health benefits.

How to Apply:

Interested individuals may submit the following items for consideration:

- cover letter summarizing how your education and experience will support you as our Housing Counseling Program Assistant
- resume
- complete contact information for 3 professional references

Submit above materials by email as pdf to (maustin@communitybuildingpartnership.org) or by U.S. Mail to:

Maureen Austin, Executive Director
 Community Building Partnership of Stark County, Inc.
 400 Market Avenue N., Suite 400
 Canton, OH 44702

Applications will be accepted until 5pm on April 1, 2022.

Equal Opportunity Employer