



Economic Opportunity Advisor Position Description

Mission: Hacienda is a Latino Community Development Corporation that strengthens families by providing affordable housing, homeownership support, economic advancement and educational opportunities.

Status: Full-Time, Non Exempt
Reports to: Economic Opportunity Manager/ Director
Pay Scale: \$15.50 - \$17.50 DOE

Position Summary:

The Economic Opportunity Department at Hacienda CDC aims to improve and preserve the financial outlook, capability and assets of the families and individuals we serve including homeownership. The position of Economic Opportunity Advisor is primarily responsible for several administrative facets of the Hardest Hit Fund Program(s), plays a supportive role for our default intervention counseling, educational services and as well as administrative assistance of the program.

Essential Duties and Responsibilities:

Programmatic Support:

- Explain and answer questions from struggling homeowners related to the foreclosure process and Hacienda's role in helping explore client options.
- Educate about Economic Opportunity's Homeownership Programs including the Oregon Foreclosure Avoidance (OFA) Program, OHSI Hardest Hit Programs, our default counseling services and other programs.
- Support clients to complete applications, meet guidelines and gathering supporting documents to meet program requirements.
- Lead most aspects of the OHSI Hardest Hit Funds program, including but not limited to: intake and review of applications and required documents, loan signings, verification requirements, CMS, paper and electronic file management, document requests as well as being the point of contact related to any OHSI HHF questions or concerns.
- Assist Housing Counselors in the following areas: conducting outreach and follow-up as needed with clients and mortgage servicers, submitting required documents to mortgage servicers to begin and continue the loss mitigation process, requesting documents or current statuses for workout reviews, track cases under review, assist with escalating cases to the proper authorities, track and share client success stories and other tasks as assigned.

Administrative Support:

- Client data entry using various client management systems (Including but not limited to Outcome Tracker, Service Point, Canopy, Hope Loan Port and others). Build client files for participating homeowners and also manage any group education folders.
- Maintain comprehensive and confidential client records for our services by reviewing, entering notes and uploading homeowner's documents and information into CMS including Canopy and Outcome Tracker and our server for all counseling and reporting purposes.
- Assist Economic Opportunity with client reception and administrative tasks including covering the front desk as needed.
- Conduct and support educational and programmatic workshops.
- Client follow-up via email or phone call.
- Support organization and department outreach events.

Skills and Educational Requirements:

- Bachelor's Degree with major course work in areas such as business, real estate, finance, planning, social work or education and two years of related work experience in finance, economic development, social work, or client counseling; **and/or** two years equivalent experience.
- Bilingual/Bicultural (Spanish or Other).
- Detail-oriented and organized for file management and data entry.
- Ability to handle high work volume while integrating various programs rules and procedures.
- Ability to compute basic financial calculations.
- Excellent oral and written communication skills.
- Commitment to excellent customer service in fast-paced environment.
- Ability to handle multiple tasks, work with minimal supervision, be creative and resourceful, self-motivated, able to meet deadlines and able to handle confidential information appropriately as required.
- Ability to operate office equipment, especially personal computers using word processing, spreadsheets, databases, email and calendar/scheduling programs.
- Create and maintain manual and computerized filing and record-keeping systems.
- Individual must demonstrate a genuine interest and enthusiasm for community development and working with the Latino community, low-to-moderate income community, and marginalized communities.

Working Conditions: This is a full-time non-exempt position. Some travel required, use of personal vehicle. Evening and weekend hours may be required. All positions at Hacienda CDC are at will.

Benefit Package includes: Medical, Dental, Vision, Alternative Health Care, Section 125 Flexible Spending Account, 401K, Employee Assistance Program, Life Insurance, Long Term Disability, AD&D, Vacation Accrual, Sick Leave Accrual, Holidays and Personal Days.

How to Apply: To be considered for this position, please submit the following to Director of Economic Opportunity, Carlos Garcia at cgarcia@haciendacdc.org:

- (1) Cover letter
- (2) Resume
- (3) Three references

Position opened until filled.

The Hacienda Community Development Corporation is an Equal Opportunity Employer and does not discriminate based on religious affiliation, marital status, physical or mental disability, national origin, citizenship, age, race, color, creed, gender, gender identity, sexual orientation, genetic makeup, political or union affiliation, status as a Vietnam-era, disabled or other veteran, or any other basis protected by federal, state or local law. In compliance with the Americans with Disabilities Act, the Agency will provide reasonable accommodations to qualified individuals with disabilities.

Our Core Values:

Respect: We strive to treat others and each other with dignity, fairness and respect.

Integrity: We conduct our work with openness and transparency as stewards of the public trust.

Excellence: We expect excellent performance in the delivery of services and programs to our community.

Diversity: We embrace inclusiveness of ethnic, cultural and socioeconomic perspectives in our board, staff, contractors and resident community.

Collaboration: We collaborate with community, public, and private partners to leverage resources to achieve greater results.

Commitment: We seek and value board members and staff who are committed to strengthening the Latino Community.

Note: This job description is intended as a guideline only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied.