Emerald Coast Regional Council
Program Coordinator III - Housing

Emerald Coast Regional Council is one of ten regional councils in the state of Florida. For more than 55 years, ECRC has supported its seven-county region in technical assistance, economic development, and planning across a multitude of disciplines, programs, and services. ECRC team members enjoy a generous benefit package and true work/life balance as they serve the area known for community, growth, and the unrivaled beauty of the Emerald Coast.

The Emerald Coast Regional Council is seeking a Program Coordinator III – Housing. Under the supervision and guidance of the Community and Economic Development Manager, the Housing Program Coordinator performs senior level coordination of and support for community-based public and government related programs – specifically for the State Housing Initiatives Partnership Program (SHIP). Provides high-quality customer service and information and serves as liaison to organization members and the public. This position works directly with very-low, low, and moderate-income families, persons with disabilities, and the elderly, and requires frequent local/regional travel (25-50% of the time) to conduct site visits, inspections, meet with contractors, etc.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Develops, implements, coordinates, promotes, and evaluates housing programs in partnership with applicable counties; ensures program contract or regulatory compliance as well as budgetary compliance and tracking; creates internal and external status reports for submittal to funding agencies
- Underwrites loan/grant applications for completeness and in conformance with federal/state/local statutory regulations
- Administers policies, procedures, and guidelines for housing programs and strategies; develops and recommends short and long-term plans for programs, recommends improvements, monitors progress, and ensures adherence; monitors legislation and changes to housing program requirements
- Prepares, maintains, updates and distributes various loan/grant-making/servicing related documents, forms, and materials for participants to complete; processes applications, verifies information is correct and complete, and informs participants of any additional information needed in a timely manner; determines program eligibility of applicants as applicable; files as appropriate externally (i.e. with counties, cities, and agencies) and internally
- Prepares and reviews closing related documents to ensure adequacy and completeness of information; coordinates with borrowers, closing agents and attorneys in preparation of closing
- Conducts field evaluations and assessments; undertakes inspections and contractor bidding processes for projects as applicable; works with external partners to determine initial scope of work; processes requests for payment as needed
- Develops yearly outreach plans according to program needs and capacity in conjunction with Marketing department; implements public relations, marketing and communications strategies to support program goals and increase community awareness
- Serves as point of contact for the public, agencies, businesses, and organizations on a full range of loan servicing inquiries, actions, and issues; Provides accurate and quality customer service and technical information for all inquiries via phone, fax, mail or e-mail; investigates and resolves client complaints; provides a timely response to all requests and inquiries

- Organizes and attends meetings with designated individuals to foster positive relationships; may present reports and other findings to staff, boards, and councils related to assigned area of responsibility
- Provides staff support to the Affordable Housing Advisory Committee and other boards to include but not limited to: creating agendas, recording minutes, scheduling meetings, and creating public notices
- Researches and organizes grant opportunities to leverage the program; may write grants as needed

(*These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other related duties as assigned.)*

MINIMUM QUALIFICATIONS:

- Bachelor's degree in business, program management or related field
- Five (5) or more years' program coordination experience to include at least one (1) year of housing, underwriting, inspection or construction experience
- Must pass a pre-employment drug screen and background check

PREFERRED QUALIFICATIONS:

- Thorough knowledge of affordable housing; specifically with underwriting experience – mortgage/loan application processing, working with contractors, inspections, and billing
- Advanced computer skills

KNOWLEDGE, SKILLS, AND ABILITIES:

- Advanced knowledge of program coordination and development and local government policies and procedures
- Considerable knowledge of principles and practices of research and data collection
- Considerable knowledge of pertinent federal, state and local laws, codes and regulations including recent changes
- Knowledge of specialization such as housing, zoning, transportation, and economic development
- Skill in paying high attention to detail
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel)
- Ability to analyze and define problems, identify alternative solutions, estimate consequences of proposed actions, and implement recommendations in support of goals
- Ability to effectively present information and technical advice to management and external partners
- Ability to determine compliance with regulations and to apply regulations to field conditions
- Ability to exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective working relationships with those contacted in the course of work
- Ability to manage multiple priorities to ensure that deadlines are met
- Ability to prepare clear, accurate and concise records and reports

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PHYSICAL REQUIREMENTS:
Tasks involve light physical effort (i.e., some standing and walking, or frequent light lifting of less than 10 pounds) and minimal dexterity in the use of fingers and limbs in the operating of office equipment. This job operates in a professional office environment. Tasks may involve extended periods of time sitting at a workstation and utilizing a keyboard.

ENVIRONMENTAL REQUIREMENTS:
Tasks are regularly performed in a typical office environment without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:
Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

HOW TO APPLY:
Please visit https://www.ecrc.org/employment to obtain an application and instructions regarding submission. Candidates will not be considered until both the application and resume are received.

The ECRC is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the ECRC provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. ECRC is a Drug Free Workplace.