



HOMEOWNERSHIP ANTI-DISPLACEMENT COORDINATOR COMMUNITY DEVELOPMENT DIVISION

JOB DESCRIPTION

The Homeownership Anti-Displacement Coordinator (“ADC”) is responsible for providing support to the Vice President, Single-Family & Homeownership Services. The primary focus of the position is to support the administration and implementation of Invest Atlanta’s Anti-Displacement services, including but not limited to the Heritage Owner-Occupied Rehab Programs, the Anti-displacement Tax Relief Fund program, the Heirs Property Prevention & Resolution Initiative, and any additional anti-displacement programs created in the future.

This will include the coordination and case management of estate planning and heirs’ property resolution cases; monitoring and summarizing progress of multiple cases at once; and preparing reports for management regarding program status. As a key interface with clients and vendors, customer service and relationship management skills are key.

The ADC is also responsible for marketing and community engagement involving Homeownership Center programs. This may include the creation and distribution of media kits, emails, flyers, and other related materials relevant to Invest Atlanta programs or services, along with attendance at various city and community lead meetings. Some weekends are required.

KEY RESPONSIBILITIES

- Assist in the creation, implementation, and oversight of all anti-displacement programs.
- Serve as the liaison to various estate planning and heirs property attorneys responsible for the execution of Invest Atlanta’s Heirs Property Prevention and Resolution Initiative.
- Conduct regular trainings and check-ins with program attorneys to ensure full understanding of program guidelines and goals.
- Review project budgets and invoices to assure that they are aligned with vendor agreements; coordinate payments with Finance.
- Develop a detailed project plan to monitor and track progress of Heirs Property Prevention and Resolution program.
- Track program / attorney performance, specifically to analyze the successful completion of short and long-term goals.
- Report and escalate to management as needed.
- Establish and maintain contracts with attorneys working in the Heirs Property Prevention and Resolution Initiative.

- Maintain comprehensive program documentation.
- Develop spreadsheets, diagrams and process maps to document needs.
- Anti-displacement program voicemail and email management.
- Assist Homeownership Team and Community Engagement Manager with the development and implementation of marketing strategies targeted to Atlanta's workforce and target population.
- Assist Homeownership Team with Owner-Occupied Rehab and Down Payment Assistance programs post-closing files; route for applicable signatures, upload documentation to proper case; and place/scan in the appropriate area; prepare and ship files to offsite storage as needed.
- Populate monthly internal and external reporting requirements.
- Be familiar with all Homeownership Incentives beyond Anti-displacement initiatives.
- Perform other related duties as assigned.

QUALIFICATIONS AND EXPERIENCE

- Graduated from an accredited college or university with **three (3)** years of progressively responsible experience; **OR**
- Equivalent combination of education and experience which equips the applicant with knowledge, skills and abilities described above.

KNOWLEDGE, SKILLS AND ABILITIES

- 3 to 5 years combined experience to include program administration and customer service.
- Knowledge of mortgage loan terminology is preferable.
- Strong planning, organizing and project executions skills.
- Strong interpersonal skills are mandatory for this position.
- Ability to work independently, as well as collaboratively, is essential for this position.
- Exemplify strong problem-solving skills and "next-step" thinking with ability to anticipate needs and identify, improve and implement process.
- Solid time management skills and the ability to organize, prioritize and perform multiple tasks simultaneously.
- Excellent ability to work well with clients and to gather, analyze and synthesize data.
- Ability to communicate effectively both orally and in writing.
- Ability to perform a variety of tasks in a constantly changing environment; excellent telephone, organizational and customer service skills.
- Strong computer skills including a fundamental understanding of Microsoft Office applications.
- Exemplify strong ability to be flexible, resourceful and make sound judgments.
- Ability to maintain positive relations with internal and external clients.

Resumes should be submitted to: jobs@investatlanta.com.

Invest Atlanta is an Equal Opportunity Employer. All qualified applicants, including but not limited to Minorities, Females, Disabled and Veterans are encouraged to apply.