



## Job Announcement

Posted: 12/7/2021

### *Homeownership Support Specialist (Bilingual)*

*ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!*

<b>Job Title:</b>	Homeownership Support Specialist (Bilingual)(Non-Exempt)
<b>Job Hours:</b>	Full Time (40 Hours)
<b>Salary:</b>	\$16.50 to \$19.50 per hour DOE (+ \$2.00 per hour bilingual differential)
<b>Benefits:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

#### **Position Summary**

This position's primary responsibility will be to assist participants applying for homeownership programs, in addition to providing program support within the Homeownership Center (HOC). The Homeownership Support Specialist will perform a variety of office tasks, including data entry, file maintenance, return phone calls, customer support, and other general office duties.

#### **Position Duties & Responsibilities**

- Receive and process intake packets for homeownership services. Review for completeness, assist participants as needed.
- Review documents in accordance with program guidelines. Input accurate information in a timely manner into multiple databases as necessary to comply with various funding sources for programs administered by the HOC and/or ACCESS.
- Answer phones and schedule appointments when necessary and in a timely manner leaving room for walk-ins to assist clients in emergency situations. Contact participants as needed for various issues or program updates.
- Complete client files and data entry in an accurate and timely manner, ensuring all confidentiality.
- Coordinate with other resources to provide both internal and external referrals for programs/services to ensure the optimum level of service to clients.
- Act as an agency representative through participation in workshops and classes. Assemble and maintain reference materials for the Homeownership Center.
- Notarize documents for participants to receive services and/or funding from the Homeownership Center.

#### **Position Requirements**

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- A minimum of 1 year of direct client contact and/or customer service experience
- Bilingual in English and Spanish
- Demonstrated ability to work effectively with customers and co-workers, sustain participant and interdepartmental confidentiality.
- Excellent record keeping, organizational, and communication skills.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.



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- Must have good interpersonal, written communication, and oral communication skills.
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

**Apply by Sending Application, Cover Letter & Resume To**  
ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504  
mail [hr@accesshelps.org](mailto:hr@accesshelps.org)

