



Job Description

Job Title: DCAP Project Intake
Department: Transportation Department
Reports to: Director of Operations
FLSA Status: 40 hours per week non-exempt
Hourly Rate: DOE

About Community Housing Development Corporation

Here at CHDC we strive to create vibrant communities by providing housing and supportive services. We aim to create a foundation for low to moderate income individuals, families, and seniors to thrive. Our goal is to promote self-sufficiency and improve the quality of life within the communities we serve. Community Housing Development Corporation is committed to building a staff that is rich with cultural, social, and experiential diversity.

POSITION SUMMARY

Under the supervision of the Director of Operations, the DCAP Project Intake will assist with supporting low-moderate income and disadvantaged residents with the preparations of purchasing an advanced technology vehicle. S/he/they will be a lead representative for CHDC in engaging and connecting with community members during community and marketing outreach events.

Responsibilities:

- Coach and support clients through successful telephone and email intake and respond to telephone and website inquiries about the transportation program. The Project Coordinator will oversee assisting program staff and communities we serve, develop positive working relationships with all clients and report any problems or concerns to the program director or loan coordinator immediately.
- Act as a back-up role for the Loan Coordinator, when necessary, by meeting with clients and analyze their credit and financial status. Provide credit counseling and guidance to customers about how realistic their financial goals are and what they'll need to do to accomplish those goals.
- Coordinate meetings/presentation and resource fairs as requested.
- Assist with the loan processing, review applicants' eligibility and documentation required for loan approval and Money Smart financial education training. Ensure implementation of an approved financial literacy program to clients and establish a high-touch case management approach for client success. Serve as the primary customer service representative to the clients throughout their program experience.
- Process and complete all necessary paperwork related to client data for office records.
- Organize and maintain accurate paper files of client information and set up digital files for safe keeping.
- Complete accurate data entry of intakes, case notes, and any other client-related data on a timely basis. Maintain client records via CHDC's software (Counselor-Max) and Salesforce.
- Assist with the marketing of the program, including sending letters, brochures, flyers, and social media advertisement.



- Operate standard office machines including computer, copier, and fax machines.
- Assist in planning, scheduling one on one interviews with clients.
- Handle the communication of delinquent loan accounts in partnership with lending partner.
- Occasionally conduct presentations to groups in the community as well as participate in resource fairs.
- Stay up to date with any changes in electric vehicle industry by furthering knowledge of the project through educational opportunities, participating in transportation related webinars, California Air Resources Board workgroup and professional networking.

Qualifications:

- Minimum 1-year clerical experience or associate degree and /or equivalent experience in financial services or assisting low-moderate income families.
- Demonstrated experience in the areas of case management field i.e., developing family budgets and spending plans.
- Proficiency in Microsoft Office Suite
- Marketing experience and social media for business navigation and input a plus
- Excellent communication skills both written and verbal communications
- Positive, can-do attitude with a dedication to excellence and achieving goals.
- Willingness to work demanding and flexible schedule, including nights and weekends.
- A background clearance is required
- Proof of full vaccination is required from Covid-19

Physical Requirements:

- Must be able to remain stationary for extended periods of time.
- Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.
- Must be able to lift at least 20 pounds.

How to apply:

Please send application to Rhuntley@communityhdc.org

Benefits:

Medical Insurance, Vision Insurance, Life Insurance, AD&D insurance, Paid Vacation, Paid Sick Days, Paid Holidays, 403 (B) Plan.

[Equal Opportunity & Equity Statement](#)

Community Housing Development Corporation is an equal opportunity employer that values diversity as central to our work serving the bay area. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability or sexual orientation.

