



Job Description

Job Title: Dealer Engagement Specialist
Department: Transportation Department
Reports to: Community Engagement Manager
FLSA Status: Non-Exempt
Exempt Salary: \$65,000-\$70,000

About Community Housing Development Corporation

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. CHDC is committed to building a staff rich in cultural, social, and experiential diversity.

Joint Program & DCAP (Driving Clean Assistance Program) Background

In 2015, we expanded our services to include supporting low/moderate income residents accessing transportation services through our innovative Driving Clean Assistance Program (DCAP) in partnership with California Air Resources Board (CARB).

The statewide joint program includes Clean Cars for All and Financing Assistance. Both programs offer down-payment assistance in the form of upfront grants that are paid directly to dealerships and do not have to be repaid. Both programs offer pathways to financial coaching, counseling, and fair financing options. Clean Cars for All also supports people in scrapping their existing gas-powered vehicles.

POSITION SUMMARY

Under the supervision of the Community Engagement Manager, the Dealer Liaison will serve as a dedicated advocate for electric clean vehicle purchases throughout The State of California. The liaison will work to provide clients with the much-needed support in the beginning to the finishing processes of purchasing a clean vehicle and will support clients in building a strong and sustainable relationship with their local or regional dealerships.

General Responsibilities

Dealer Partnership:

- Establish partnerships with local regional and State-Wide dealerships that sell a variety of new or used electric vehicles.
- Build relationships and establish partnerships with vehicle brokers who can assist in sourcing vehicles for rural communities.
- Cultivate and maintain positive relationships with dealership representatives, provide training, and ensure dealerships follow program requirements.
- Collect and maintain the required documents for the grant automatic clearing house (ACH) process.
- Collaborate with clients to advocate for non-predatory lending terms and pricing.

Client Advocacy and Support:

- Act as the main point of contact for clients throughout the vehicle purchasing process, while providing exceptional customer service & customer support.
- Engage with clients to understand their specific vehicle requirements, preferences, and budget constraints.
- Utilize partnerships and resources to locate vehicles that meet the clients' specifications.



- Assist clients in completing the required documents needed for the grant automatic clearing house (ACH) process.
- Coordinate with the loan coordinator/financial counselor to ensure a seamless transition of documents and information.

Administrative Duties:

- Maintain accurate and up-to-date records of client interactions, vehicle preferences, and dealership communications.
- Ensure timely and efficient document collection, verification, and submission for grant processing.
- Collaborate with the team to streamline processes, improve efficiency, and enhance the overall client experience.
- Periodic traveling to regional sites for ride and drive outreach events.

REQUIRED SKILLS:

- BA Degree in Business preferred.
- Three (3) years of experience in automotive sales management, or a sales management role.
- Some familiarity with structuring financing with auto dealership CRM (Customer Relationship Management) systems
- Exceptional interpersonal skills for interacting professionally with program candidates, dealer partners, financial institutes, and colleagues.
- Ability to read/interpret automotive finance documents and regulatory agreements.
- Ability to work independently as well as in team structure.
- Must have the availability to work some nights and weekends.
- Ability to be flexible and perform varied work activities.
- Strong (Auto)financial, analytical, communication, and organizational skills
- Good conflict resolution and problem-solving skills
- Excellent verbal and written communication skills
- A background clearance is required.
- Proof of full vaccination is required from Covid-19

Employees must have the ability to perform the following physical demands for extended periods of time without assistance:

- Must be able to travel to different CHDC sites
- Ability to travel throughout the building and attend meetings throughout the community
- Ability to handle a significant level of stress
- Physical agility to lift and carry materials, bend, stoop, walk and reach overhead.

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.



September 19, 2023