



Homeowner Specialist

Capital Access, Inc. welcomes qualified housing and case management professionals to apply for the Homeowner Specialist position to support our growing Home Improvement and Energy Retrofit business in the Delaware Valley of Southeastern Pennsylvania.

Established in 1995 and based in Philadelphia, Capital Access integrates policy, project, compliance, construction, and financial management to improve the quality and affordability of housing and economic opportunity for lower-income communities. We provide comprehensive Home Improvement and Energy Retrofit solutions for lower income and energy burdened communities. Please see www.capitalaccessinc.com for more details.

The ideal candidate embraces our core values to be:

- Proactive
- Discerning
- Integrity-Driven
- Collaborative
- Innovative
- Kind
- Accountable

Job Responsibilities

The Homeowner Specialist serves as the trusted point of contact, coordination, and clarification for homeowner households throughout the life cycle of their home improvement project. The Homeowner Specialist manages all aspects of case management, communications, and coordination, including preparation of notes and entries needed in our CAPGEMS system and if necessary, within existing systems of record. The Homeowner Specialist:

- ◆ Support outreach and marketing to cultivate qualified homeowner applicants.
- ◆ Ensure homeowners submit complete applications in a professional and respectful manner. This includes technical assistance via web meetings and/or in person to help clarify application information and upload required documents into CAPGEMS.
- ◆ Conduct eligibility reviews of Homeowner and House based on program criteria.
- ◆ Help Homeowner understand and sign off to comply with program rules, code of conduct, program participation, funding, and construction agreements.
- ◆ Ensures all applicant data, documents, and approvals in CAPGEMS are up to date.
- ◆ Assist with coordination of building permit applications, data entry, scheduling of in-person meetings & inspections, video inspections, and other related construction tasks.
- ◆ The position requires a valid driver's license and a vehicle to travel between job sites and building departments throughout the Delaware Valley.
- ◆ Serve as flexible and on-call expediter as needed to move projects forward.

Helping communities thrive.

Skills and Experience Required

- ◆ Apply a deep level of kindness, clarity, professionalism, and persistence to help homeowners follow program rules so they can get assistance in a timely manner.
- ◆ Ability to communicate clearly, verbally and in writing, to de-mystify the home improvement process for homeowners and members of their household.
- ◆ Takes joy in the art and science of organization and ability to work down a compliance checklist and follow specified analytical tasks to determine homeowner eligibility.
- ◆ Keen eye to identify discrepancies in data and/or communications that require management review and guidance.
- ◆ Invested in continuous improvement to observe and communicate patterns, trends and/or issues in terms of the applicant experience, and program performance.
- ◆ Proficient and curious tinkerer to master efficiency tools of Microsoft Office and related software for communications, coordination, data entry, and document management.
- ◆ Minimum 2 Years of experience in case management and/or housing and community development.
- ◆ Fluency in Spanish is most welcomed.

Employment Terms

- This is a hybrid remote and on-site, Non-Exempt, full-time limited term employee position where employment lasts as long as program funding remains, which is expected through December 2026, and potentially beyond.
- Salary begins at \$50,000 a year with performance bonuses.
- Candidates must reside in the Delaware Valley of Southeastern PA and be available to travel to community meetings and to meet with applicants at their homes.

Capital Access welcomes candidates with the above skills and experience to submit qualifications. We are looking for people who embrace the mission of customer and community service. Bilingual candidates are encouraged to submit qualifications.

Please email resume, two references, and letter of interest to careers@capitalaccessinc.com.

Capital Access reserves the right to request more information to help evaluate applicant qualifications. Capital Access is an Equal Opportunity Employer of staff and independent contractors for professional services. Candidates will be considered regardless of race, color, religion, sex, national origin, age, sexual orientation, protected genetic information, status as a parent, lawful political affiliation, marital status, physical/mental disability (beyond what is required for successful job performance), membership or non-membership in an employee organization, or any other non-merit factor.

Thank you for your interest in Capital Access.