

TRAINING MENTOR

SALARY RANGE: \$55,000 to \$70,000

FLSA: Exempt

LOCATION: Multiple Locations

CONTACT: jobs@naca.com or 617-250-6222 ext.1221

BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more

Website: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low- to moderate-income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

TRAINING MENTOR

The Training Mentor ("TM") is primarily responsible for providing coaching and one-on-one training to newly hired Counselors working remotely or onsite, and to support all training efforts of the Training Department. The TM will work closely with the Training Director and Training Instructors on all aspects of the training process, assisting with the development, and integration of various training programs. The TM also acts as a liaison with existing staff, new hires and out-of-network counselors from HUD approved housing counseling agencies. The TM's duties include, but are not limited to the following: Coordinating the one-on-one mentoring schedule for all new hires; working closely with local and regional management to ensure the new hire's calendars have been booked adequately for their first week after training and all appointments are confirmed for their upcoming sessions, assisting with New-Hire onboarding and confirming receipt of materials readiness for training, mentoring the first few weeks of counseling sessions provide immediate and ongoing feedback to ensure the new hires have a solid understanding of the purchase process, program product and are comfortable navigating Lynx and conducting effective counseling sessions and works closely with them after they have successfully completed their training curriculum to ensure they learn to utilize their resources including the AYS line, the daily and weekly escalation meetings, and their policies and procedures to ensure they have a solid understanding of the counseling and qualification process and work daily towards working independently with little supervision from their Office Director and/or Regional Director. The TM will also be

responsible for providing a detailed summary of each Counselors current level of proficiency, strengths, and areas for improvement when they are released to work independently.

The TM undertakes day-to-day duties as assigned by the Training Director and works closely with the Training Instructors supporting all training efforts and ensures NACA's standard of consumer services by providing leadership and direction for which strict adherence to confidentiality and protection of private property is required. He/she reports directly to the Training Director and works closely with the H.R. Department, national management, and adheres to directives of NACA's CEO.

JOB RESPONSIBILITIES

Overall job responsibilities include:

- Assist in the development of training programs (outsourced and/or in-house)
- Assist with new employee orientation and ensure new hires have, equipment, materials, computer access necessary for New Hire Training.
- Coordinate one-on-one mentoring schedule for all new hires
- Coordinate with the Office Director/Administrator to ensure that the calendar for new Counselors is sufficiently filled to facilitate them completing sessions
- Understand various training methods or activities (e.g. simulations, mentoring, on-the-job training, professional development classes).
- Prepares and distributes welcome emails, syllabus, workbooks, manuals, course objectives and course agendas.
- Prepares and order sample files to be used during training sessions.
- Conduct training needs assessment and identify skills or knowledge gaps that need to be addressed.
- Stay up to date on new training methods and techniques.
- Order and distribute educational aids and materials.
- Assess instructional effectiveness and determine the impact of training on employee skills.
- Gather feedback from trainee' after each educational session.
- Track and maintain updated curriculum database and training records.
- Manage and maintain in-house training facilities and equipment.
- Research and recommend new training methods.
- Periodically audits the training database to ensure accuracy of information.
- Arrange travel, meetings, conference calls, videoconferences.
- Produce accurate and timely documents and correspondence under tight time constraints.
- Assists with the development and maintenance of policies, procedures and guidelines that support the functional area.
- Monitors and stays current with functional procedural, administrative and system changes to ensure training and policies/procedures are consistent.
- Maintains records of all training programs and people taught.
- Perform internet and other research to support training related activities.
- Assume ownership or share responsibility for planning, organizing and executing projects.

TIME DEMANDS:

Must be able to meet the demands of the job that consists of 55+ hours a week as an exempt employee:

- a. Typical day: 8:30 a.m. to 6:30 p.m.
- b. Work weekends during training sessions, events, and other activities.
- c. Ability and willingness to travel.
- d. Other time as needed.

COMPENSATION:

Salary range from \$55,000 to \$70,000 depending on experience, skills and other factors. The TM's performance evaluation and future compensation is based on meeting the above and other additional requirements.

JOB QUALIFICATIONS:

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The **Core Competencies & Skills** are described in detail at www.naca.com.

The TM must have experience in the mortgage and housing industry and comprehensive knowledge of the services and functions provided by the NACA staff. The TM is considered the Subject Matter Expert (SME) for all staff members. The TM must have the following qualifications.

- Must reflect the values of the organization and take pride in NACA's mission
- Understands the job and role of the Counselor and knows the importance of doing it the right way right every time
- Ability to handle sensitive information with high level of confidentiality and discretion.
- Experience presenting information in written, graphic or oral formats.
- Strong reading comprehension, oral and written skills.
- High level planning and organizational skills.
- Troubleshooting skills with the ability to identify problems and provides solutions.
- Ability to communicate effectively with management and other departments.
- Proficient using Microsoft Suite and online training platforms.
- Ability to effectively organize and manage multiple training initiatives simultaneously.
- Strong skills working with numerical concepts, math and logic.
- Knowledge of adult instruction, instructional design, training methodologies, learning theories and principles.
- Ability to analyze company needs to lesson planning, development and implementation needs.
- Extensive knowledge of best practices in creating instructional materials.

EDUCATION & CERTIFICATIONS:

- B.A. or B.S. – Preferred
- High School Graduate or Equivalency – Required
- Completion of NACA's training with high passing score – Within three months of employment
- Licensed Mortgage Loan Originator – Highly Preferred
- HUD Certified - Highly Preferred, otherwise within three months of employment.
- Real estate courses – Highly Preferred

PREFERRED EXPERIENCE:

- One or more years or more of training or mentoring experience.
- Two years or more working as a NACA Counselor or Housing Counselor.
- Strong computer skills.
- Mortgage brokerage, origination, processing and/or counseling.
- Real Estate brokerage experience and/or knowledge.

LICENSES:

- Mortgage Loan Origination license(s) in assigned state
- HUD Certified

APPLICATION PROCESS:

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second chance applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment.