



Location: Affiliate Office

Mission: Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

Job Title	Housing Counselor
Department	Homebuyer Services
Reports To	Program Director
Employment Type	Employee
FLSA Status	Full Time - Exempt
Date	January 13, 2026

Job Description

The Housing Counselor works one-on-one with clients to coach and motivate them to achieve their goals for housing stability and financial opportunity with money management, credit, and homeownership counseling. This position also conducts and contributes to the financial academy and the newly formed post-purchase education.

Key Responsibilities

- Counsel and interview clients, future homebuyers and current homeowners with respect to their overall financial situation as it relates to home ownership, budgeting, debt reduction, credit re-building and education.
- Create a budget and detailed action plan for clients.
- Adhere to all guidelines related to the confidentiality of client records and information and requirements per the HUD Housing Counseling Handbook and National Industry Standards for Homebuyer Education and Counseling.
- Proactively manage workload, calendar, and client appointments to help meet the goals of the organization and serve the client effectively.
- Assist with facilitating and conducting the financial academy, including scheduling.
- Assist the Program Director with special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful program.

Qualifications

- Must be a HUD certified as a housing counselor
- Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.
- Be able to work within a team structure.

- Knowledge of housing and economic self-sufficiency issues, as well as community resources
- Ability to communicate effectively, both orally and in writing.
- Demonstrated skill in organizing time and prioritizing workload.
- Ethical and compliant behavior with a strong commitment to data privacy and security.
- A customer-centric mindset and dedication to providing a positive and seamless client experience.

Customer Service Excellence, Positive Workplace

Preceding job responsibilities or title, all employees of the Habitat Seminole-Apopka affiliate have a vital role in stewardship of all volunteers. Everyone has a role in creating a positive workplace, while creating a fun and meaningful experience for volunteers. We honor the time, talent, and treasure of each contributor. Every volunteer is an extension of our workforce team, and together we build strength, stability, and self-reliance through shelter.

All duties are performed with excellence with particular attention to customer service both internal and external. Internally customer service includes co-workers, homebuyers, Board of Directors, and volunteers. Externally customer service includes phone inquiries, shoppers, and donors. Each individual we have a connection to is a potential donor or volunteer and can be presented with engagement opportunities such as store donations, monetary gifts, and volunteer time.

Habitat is an Equal Opportunity Employer and a Drug Free Workplace.

Reference checks, criminal background checks, and drug testing will be conducted prior to the start of employment.

Qualified individuals can send resume and cover letter to kpisciotta@habitat-sa.org