



*Opening doors to a better life*

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## Community Outreach & Engagement Specialist

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**Posting Date:** June 21, 2024

**Closing Date:** Open until filled. Applicants are encouraged to apply as soon as possible as the review process will begin July 8, 2024.

**Salary:** \$6,844 to \$8,051 monthly, depending on qualifications.\*\*

**Location:** 1000 2<sup>nd</sup> Ave., Suite 2700, Seattle, WA  
Our office is located in downtown Seattle's Financial District on 2<sup>nd</sup> Avenue and Spring Street and is within walking distance to Pike Place Market and Seattle's scenic waterfront.

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\*\*In addition to the salary posted above, this position will receive an additional 5% premium pay due to the position being located in King County.

We are currently recruiting for a **Community Outreach & Engagement Specialist** position for the Washington State Housing Finance Commission. As part of a team, this position plans, conducts, and oversees community engagement and outreach for the Homeownership division. The position develops high-trust relationships with the community to increase awareness of Homeownership programs, initiatives and trainings. This position plays a leading role in the creation and implementation of divisional community engagement and outreach policies and plans, and is responsible for tracking, analyzing and reporting the performance of engagement and outreach activities.

The **Homeownership Division's** origination programs provide loans for over 5,000 home buyers each year utilizing various funding sources including the mortgage revenue bond programs, daily priced programs and other special programs as determined. We sponsor a statewide program of homebuyer education seminars and housing counselors. We partner with lenders, realtors, non-profits, government entities, and other affordable housing advocates.

The duty station for this position is Seattle, WA. The work associated with this position will be performed through a combination of teleworking and complemented with onsite work and meetings as needed. Employees must reside in the state of Washington and within a reasonable distance of our worksite to respond to workplace reporting requirements.

### **Who we are:**

The Commission is a market-driven and self-supporting state commission created to provide below-market rate financing for building, purchase and preservation of affordable housing, and non-profit capital facilities, and community services. To achieve its goals, the Commission functions as a financing conduit for developers, lenders, first-time home buyers, real estate professionals, beginning farmers and ranchers, and non-profit organizations to provide affordable financing for homes, rental housing, and cultural and social services facilities. Commission financing does not utilize or impact the state's credit.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

**Principal Responsibilities:**

Plans, organizes and works as a team to lead divisional community engagement and outreach efforts. Centers the experiences and needs of historically marginalized and people of color in the development and implementation of resources for homeownership.

Serves as a community engagement and outreach subject matter expert answering strategic questions. Collaborates with relevant Homeownership and Commission staff to assist in establishing and maintaining best practices for community engagement, outreach, tracking metrics and assisting to develop key performance indicators.

Conducts, tracks, analyzes, and reports metrics and then utilizes these findings to guide the creation of materials, policies, and procedures to address community needs and promote effective engagement and outreach efforts.

In collaboration with other team members, works on community engagement, outreach, and marketing (design and execution) for the Covenant Homeownership, Tenant to Homeownership, and other divisional programs upon request to manage, build, promote, and increase awareness of divisional programs.

Builds on existing as well as creating new relationships with community leaders, interested parties, property managers, lenders, real estate agents, nonprofit and advocacy groups, and consumers about divisional programs.

Highlights and communicates areas of opportunity for the division and Commission to assist more homebuyers in historically marginalized communities by developing and maintaining effective external and internal relationships with a diverse group of individuals.

Coordinates with homeownership and admin marketing staff and external interested parties to increase community engagement and participation.

Attends various community events and stakeholder partners meetings to increase awareness of divisional programs and the Commission.

Works with property managers of tax credit properties to coordinate homebuyer education classes within tax credit properties and provide content to newsletters and social media.

**We are most interested in candidates who meet or exceed the following criteria:**

- Knowledge of community engagement and outreach best practices, risks and areas of opportunity as it relates to homeownership in historically marginalized communities.
- Experience tracking and analyzing metrics to create reports for management.
- Three years of work experience in community outreach and engagement with historically marginalized communities.
- Understanding of DEI principles, cultural competency and anti-racist value systems.

- Working knowledge of mortgage banking programs.
- Excellent oral and written and communication skills with the ability to effectively present.
- Strong computer skills and a strong customer service focus.
- Positive attitude.
- Working knowledge of the Commission's loan program and down payment assistance programs preferred.

**Benefits:**

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 11 paid holidays; paid vacation, sick and military leave; subsidized bus, train, or ferry passes.

**Application Procedures:**

Interested applicants should apply by submitting a current resume, a complete list of three or more professional references, and a letter of interest specifically addressing the qualifications listed in this announcement by email (our preferred method), fax or postal service to:

**Cindy Felker, Human Resources**

**Washington State Housing Finance Commission**

**1000 2<sup>nd</sup> Ave., Suite 2700**

**Seattle, WA 98104**

**Voice/Message:** (206) 287-4402 OR 1-800-767-HOME   **Fax:** (206) 587-5113

**E-mail:** [cindy.felker@wshfc.org](mailto:cindy.felker@wshfc.org)   **Web Site:** <http://www.wshfc.org>

**Applicants are encouraged to apply as soon as possible. The recruitment process will remain open until filled; however, the review process will begin July 8, 2024.**

Please complete the Applicant Profile Form posted on our website and submit with your application materials. **The completion of this form is voluntary.** To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials. Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

By submitting the application materials, you are indicating that all information is true and correct to the best of your knowledge. You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Cindy Felker at [cindy.felker@wshfc.org](mailto:cindy.felker@wshfc.org), or at 206-287-4402.