



## COMMUNITY ACTION OF GREATER INDIANAPOLIS (CAGI) JOB DESCRIPTION

**DIVISION:** Housing Counseling  
**POSITION TITLE:** Quality Control Specialist  
**EMPLOYMENT STATUS:** Hourly  
**POSITION REPORTS TO:** Foreclosure Prevention Manager  
**SCOPE OF SUPERVISION:** N/A

**PURPOSE OF POSITION:** To enter documentation in the Housing Counseling Databases for Pre-Purchase, Foreclosure Prevention, Credit Counseling, and other housing related programs. Contact clients to assist them with the online system, answer/return phone calls referred by HUD, CAGI's website, and other related calls. Collect supporting documents and refer clients to the assigned counselor.

### ESSENTIAL FUNCTIONS:

- Communicate effectively verbally and in written form, with strength in listening skills
- Operate standard office equipment (computer, fax machine, calculator, copier, etc.)
- Work through client conflict as it relates to housing counseling, process claims, and understand the documents needed for servicers, lenders, and other housing programs
- Work closely with Foreclosure Prevention Counselors and Outreach team members to register clients in the community and during outreach events
- Work on other CAGI projects, and all other duties as assigned

### JOB REQUIREMENTS:

- High School graduate
- Knowledge of general office practices and procedures
- Knowledge of loss mitigation process
- Ability to deal with the public in a professional and caring manner
- Attention to detail
- Values and supports teamwork
- Ability to work with information of a confidential nature
- Must have a valid Indiana Driver's License and auto insurance

**INDEPENDENT ACTIONS AND JUDGEMENT:**

Individual actions are to align with Community Action policies, procedures, and by-laws governing non-profit organizations.

**WORKING RELATIONSHIPS:**

Work with all levels of management, Community Action Staff, and general public. Position demands high levels of courtesy, diplomacy and tact.

**WORKING CONDITIONS:**

- Work is performed in a standard office environment
- May be required to work beyond regular office hours to meet deadlines and the needs of the population the organization serves