



**Financial Opportunity Center Program Manager**  
*Job Description*  
*Maumee Valley Habitat for Humanity*



**Reports to:** Program Director

**Direct Reports:** N/A

**Employment Status:** Full-Time Salaried

**Job Classification:** Exempt

**Salary Range:** \$47,000 - \$52,000 annually

**Work Location:** Office & Hybrid

**Summary:**

Maumee Valley Habitat for Humanity (MVHFH) is a nonprofit housing organization that brings people together to build homes, communities and hope in Lucas County. Our vision is of a world where everyone has a decent place to live. We work toward this vision by building and improving homes in partnership with individuals and families in need of a decent and affordable place to live.

The Financial Opportunity Center Program Manager oversees the Financial Opportunity Center (FOC) at Maumee Valley Habitat for Humanity, leading efforts to deliver integrated services that support the financial stability and growth of low-to-moderate income families. This role combines program management with direct coaching, guiding families to increase their earnings, reduce expenses, and make informed financial decisions that promote long-term asset building. The FOC provides comprehensive support in three key areas: employment services, financial coaching, and access to income-enhancing resources.

**Key Responsibilities/Duties**

**1. Client Services & Financial Coaching (50%)**

- Support clients in understanding available programs and services and foster ongoing relationships to help them achieve their goals.
- Facilitate client orientation and educational sessions as needed.
- Provide guidance and coaching to help clients assess their situation, set goals, and develop action plans for improvement.
- Assist clients in creating and following plans to strengthen financial stability and career development.
- Offer tools, support, and accountability to help clients make progress toward their objectives & stay informed on trends and best practices.

**2. Program Management & Development (30%)**

- Oversee the management and development of programs, ensuring services meet community and client needs.
- Establish and maintain policies, procedures, and workflows to support consistent and effective program operations.
- Collaborate with internal and external partners to optimize resources and support program growth.
- Monitor program performance and maintain accurate records to track outcomes and progress.
- Prepare reports and updates for funders and key stakeholders.

**3. Outreach and Engagement (10%)**

- Represent and promote programs to the community to increase awareness and engagement.
- Build and maintain partnerships with local organizations, businesses, and community groups to support clients.

- Develop relationships with external stakeholders to enhance access to resources and services for clients.

#### **4. Team Collaboration & Administration (10%)**

- Collaborate with the program team to support client services, share information, and contribute to tracking and reporting program outcomes.
- Assist with general administrative tasks to support program operations.

#### **Other Duties:**

The Financial Opportunity Program Manager may be assigned additional responsibilities that support Maumee Valley Habitat for Humanity's mission and strategic objectives. These duties will be consistent with the role's purpose and may include special projects, community initiatives, or tasks that enhance construction outcomes, volunteer engagement, and organizational effectiveness.

#### **Qualifications**

##### *Required:*

- Bachelor's degree in a related field preferred; equivalent experience (5+ years) in banking, financial coaching, or credit counseling considered.
- Minimum of two years' experience in consumer or field serving low-income populations
- Proficiency in Microsoft Office and ability to learn software systems
- Valid driver's license and ability to be insured under MVHFH auto policy.

##### *Preferred:*

- Experience in non-profit
- Experience in financial counseling

#### **Competencies:**

- Problem-solving and trouble shooting skills
- Commitment to Habitat's mission and values
- Adaptability to changing priorities and conditions

#### **Conditions**

Full-time, salaried. Flexible schedule with occasional evenings/weekends. Work in indoor/outdoor environments with travel between job sites; physical activities include lifting, bending, standing, climbing, and walking.

Maumee Valley Habitat for Humanity is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: Maumee Valley Habitat for Humanity is committed to the principle of equal employment opportunity for all applicants and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Maumee Valley Habitat for Humanity are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by the laws or regulations in the location where we operate. Maumee Valley Habitat for Humanity will not tolerate discrimination or harassment based on any of these characteristics. Maumee Valley Habitat for Humanity encourages applicants of all ages.

**Acknowledgment**

By signing below, I acknowledge that I have read and understand the requirements, essential functions, and duties of the position.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_