



Job Description Urban Edge

Updated: October 28, 2025

JOB TITLE: Senior Manager of Homeownership Services

Grade: 5

DEPARTMENT: Community Programs

REPORTS TO: Director, Community Programs

Organizational Background

Urban Edge is one of the largest not-for-profit community development corporations in Massachusetts. We are located where Boston's Latin Quarter meets its historic African American neighborhood, at the crossroads of Jamaica Plain and Roxbury, in Jackson Square. We aim to foster diverse urban neighborhoods of choice populated by resilient families and sustained by dynamic webs of community relationships. To achieve this goal: **we build** quality affordable housing for low- and moderate-income households; **we advise** hardworking families on homeowner services, financial education, taxes, and student loans; and **we organize** neighbors to become leaders of community change. Urban Edge has an annual operating budget of over \$8.5 million and employs a staff of over 35. We have developed nearly 1,500 units of affordable housing and maintain a portfolio of over 1,430 units. Residents of our housing and our community are diverse and multilingual. In 2024, we anticipate serving more than 2,500 families.

Overview: Summary of Responsibilities:

Works with the development staff to plan and implement housing development initiatives and activities that are beneficial to the community. Oversees the day-to-day operation of housing programs providing homeowner support and services for first time and existing homeowners to annually increase the number of sales of first-time homebuyers. Possess or obtain a real estate license to provide operations support to the broker and agents of the CUE Realty LLC, a Urban Edge company

STATUS: Full-Time exempt

GRADE: 5

Essential Duties and Responsibilities:

Assigned 80% of time meeting the Urban Edge requirements for home ownership. The remaining 20% of time spent providing administrative and operational support for CUE Realty, LL

Urban Edge Community Programs Responsibilities

1. Work with residents to create homeowners
 - Provide Homebuyer Development Counseling
 - Complete Affordable Lottery Applications

- Complete HomeWorks Applications
- 2. Wealth Building for Community Residents
 - Providing one-on-one Financial Capability Counseling
 - Tracking and increasing credit scores
 - Enrolling and supporting participants into wealth building programs
- 3. Foreclosure Prevention Counseling
 - Process Intake referrals from calls into the office and the Mayor's Office of Housing
 - Advocate for customers with banks, public officials and Mass Housing programs
 - Enter data into Urban Edge Salesforce as well as City of Boston Salesforce
- 4. CUE Realty LLC
 - Office Manager
 - a) Provides office and sales support for 9 agents, including:
 - i. Receiving and processing customer checks for deposits and sales agreements including inspections, open houses, paperwork,
 - b) Processing sales invoices and receiving commission checks for agents
 - c) Ensure the office complies with all real estate laws and regulations
 - d) Oversees document management and ensures all legal and regulatory requirements are met with South Shore Realtors, Licensing Board, and Pinergy/MLS
- 5. Deleading
 - Completing Rehab Loan Referrals
 - Marketing 'Processing Paperwork, Packaging Loans and Sending them to the Underwriters
 - Work with Contractors
- 6. Co-Manage Affirmatively Furthering Fair Housing Program
 - Partner with other Manager of Homeownership Services to advance the fair housing marketing and sales program for developers in Eastern Massachusetts.
 - Work with the Mayor's Office of Housing Fair Housing Marketing team
- 7. Represent Urban Edge at community events such as bank, agency and housing fairs.

Knowledge:

- Familiarity with construction, real estate and banking documents and practices.
- Familiarity with underwriting and marketing of retail loan programs.
- Familiar with federal and state compliance for lending.
- Commitment to and experience in community development and working in multi-cultural organizations and communities.
- Intermediate computer skills in word processing, and spreadsheets.

Skills:

- Demonstrated ability to interact positively with the public and staff.
- Demonstrated ability to communicate effectively and tactfully on the phone.
- Demonstrated ability to handle a variety of tasks simultaneously and in logical sequence.
- Ability to show accuracy, timeliness, and follow-up on tasks
- Ability to work with and understand people of all ethnic backgrounds and understand the problems of the residents.
- Demonstrated ability to express thoughts, perceptions, and ideas clearly and concisely, verbally and in writing.

Supervision Received:

General Supervision—Works under general supervision. Assignments are received in both objective and task-oriented terms. Follows established procedures, policies and precedents. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

Contacts:

Works cooperatively with other departments within the organization. Has frequent outside contacts. Works with the public on a regular basis requiring tact and discretion.

Working Conditions:

Hybrid work schedule

Education:

Bachelor's degree in a related field or related experience.

Experience:

At least three to five years in progressively responsible positions in community service and housing development.

Has a real estate license or will obtain a license in one year.

Other:

Bilingual.

Application Process:

- Please forward resume and cover letter to careers@urbanedge.org. You may also mail to: "Careers" at Urban Edge at 1542 Columbus Avenue, Roxbury, MA 02119.
- The hiring salary range is \$60,000 - \$72,000 depending on experience. Urban Edge offers generous benefits.