

Housing Specialist

Department: Community Development

FLSA Status: Exempt

Job Grade: 104-105

Job Summary

The Housing Specialist is a professional-level position in the Community Development Department, reporting to the Housing Director with a salary range of \$61,004 - \$80,526 depending on experience. The Housing Specialist supports and advances the community's workforce and affordable housing programs through administrative, technical, analytical, and professional work. This position supports the Housing Director with the management of deed-restricted housing covenants, resale calculations, deed monitoring, housing inventory systems, and a variety of real estate-related processes and community engagement and education. The role interacts regularly with property owners, buyers, sellers, lenders, title companies, applicants, partner jurisdictions, and the public.

The ideal candidate is highly organized, detail-oriented, technologically proficient, committed to exceptional customer service, compassion, and community stewardship, and can engage a diverse range of residents and stakeholders with grace and professionalism. The position requires independent judgment, strong communication skills, and the ability to navigate complex policies, programs, and stakeholder relationships. This is a unique role where a compassionate approach, strong interpersonal skills, and a commitment to doing accurate, dependable work matter just as much as, if not more than, prior experience.

Essential Duties & Responsibilities

Program Administration & Oversight

- Support administration of deed-restricted housing programs, including eligibility reviews, compliance investigations and actions, and deed restriction interpretation.
- Support the resale process, including maximum resale calculations, reviewing and interpreting deed restrictions, determining maximum resale prices, preparing documentation, and coordinating with lenders, appraisers, home inspectors, the Town Building Department, and title companies.
- Conduct deed restriction monitoring, track compliance issues, coordinate follow-up actions, and support enforcement in collaboration with legal counsel.
- Manage and maintain organizational data systems, including databases related to applications, deed restrictions, inventory, and monitoring.
- Track program metrics, trends, absorptions, ownership changes, and other key indicators.

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Customer Service & Public Interaction

- Provide professional and compassionate customer service to owners, applicants, buyers, sellers, and community members.
- Assist with issues requiring advanced knowledge or conflict resolution; communicate policies, procedures, and options clearly.
- Coordinate and support public outreach and respond to inquiries regarding housing programs.
- Coordinate homebuyer education, counseling, and community engagement activities.
- Maintain community housing webpage with up-to-date information and create public facing documents such as mailers, brochures, posters, and educational/informational materials about the Town's housing programs.

Real Estate Transaction Facilitation

- Facilitate sales in accordance with applicable deed restrictions and the Housing Guidelines including, meeting with sellers to list units, preparing documentation, coordinating inspections, and supporting marketing, and working with title companies.
- Track deadlines for inspections, appraisals, financing, and closing, mediating inspection issues as needed.
- Monitor closings and complete post-closing data entry and document uploads.

Data Management & Technology Systems

- Develop, maintain, and improve databases and applications for the deed restricted housing inventory.
- Create forms, workflows, and reporting tools to support program efficiency and analysis.
- Ensure accurate documentation, digital filing, and ongoing data integrity.

Policy & Program Development

- Review and recommend updates to administrative guidelines, deed restriction templates, and program procedures.
- Support special housing initiatives such as buy-down programs, lease-to-locals, and down payment assistance.
- Conduct research, prepare reports, assist with presentations, and support the Housing Director with organizational planning and policy discussions.

General Administration

- Maintain organized electronic files for all housing inventory.
- Perform office administration duties and provide internal staff support.
- Participate in continuous training and professional development.
- Support the Community Development team with variety of additional responsibilities as assigned

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Knowledge, Skills & Abilities

- Strong understanding of housing programs, public administration, community development, real estate, or related fields.
- Ability to interpret and administer deed restrictions, housing policies, guidelines, and legal documents.
- Strong analytical skills, including the ability to review financial information, tax documents, and income statements.
- Excellent verbal and written communication, with skill in public speaking, presentations, and conflict resolution.
- Ability to provide outstanding customer service, even under pressure.
- Strong organizational skills and attention to detail.
- Ability to work independently, use sound judgment, and manage multiple tasks with competing deadlines.
- Proficiency with Microsoft Office Suite, Outlook, Excel, and database platforms; ability to learn new software systems.
- Ability to work effectively with elected officials, partner agencies, developers, community groups, and the public.
- Ability to maintain professionalism when working with individuals with diverse backgrounds and needs.

Education & Experience

Preferred Qualifications:

- At least 2 years of experience in housing programs, real estate, program or project management, public administration, property management, or related professional experience.
- Experience working in high-responsibility office environments with significant public contact.
- Experience with affordable housing programs, lending, inspection, title work, or real estate transactions preferred.
- Database management and advanced Excel skills preferred.

Background Investigation

Employment is contingent upon the results of a comprehensive education/experience background investigation and a criminal history record check.

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Job Description

Materials and Equipment Used

- Computers
- Visual aid equipment
- Motor vehicles

Working Conditions and Physical Requirements

Mobility to work in a typical office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone. Periodic work outside of normal business hours is required. Position requires field visits and related work outside of the office on uneven terrain and in inclement weather. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.

The Town of Crested Butte is an equal employment opportunity employer. We will make reasonable accommodations for qualified applicants and employees in accordance with the ADA.

Updated: 12/12/2025