

Title: Homeowner Relations Manager

Location: Remote (Washington, DC preferred, hybrid-possible)

About Economic Architecture

Economic Architecture is a mission-driven nonprofit dedicated to advancing innovations that (re)design markets to serve the public good. We believe markets—the largest coordinating mechanisms in society—can be reimaged to unlock creativity and ingenuity for the benefit of all.

Our work focuses on innovations that address deep-rooted structural challenges with a focus on equity, particularly for communities historically under-resourced or underserved by existing systems. Since our launch, we've identified and advanced structural innovations in areas such as:

- Affordable and equitable homeownership (e.g., mortgage liquidity, homeownership insurance)
- Sustainable homeownership in the face of changing climate (e.g. fortification)

We are building the field of Economic Architecture to tackle many more structural economic challenges in the years ahead. Our work blends big-picture thinking with a practical understanding of real-world challenges that innovators and communities are tackling.

The Opportunity

As the Homeowner Relations Manager, you will play a critical role in supporting a housing program by building trusted relationships with homeowners through consistent, thoughtful outreach. This role is for someone who can manage a process that includes spending significant time in conversation with people, educating them, and supporting them in their decision-making process. The first project is to manage a pilot program for low and moderate-income homeowners.

Core responsibilities:

- Make outbound calls to homeowners, introducing the opportunity clearly and respectfully.

- Build relationships over multiple conversations by listening closely, asking relevant questions to better understand their needs, tracking context, and following up consistently.
- Maintain a steady calling rhythm and manage a pipeline of homeowner conversations with accuracy, patience, and care.
- Use judgement to determine which homeowners are best suited to be involved in the program
- Work primarily from an office or team-based environment where collaboration, accountability, and consistent communication support the outreach effort.
- Capture clear notes and surface patterns from homeowner conversations to help the team understand needs, barriers, and opportunities for stronger engagement.
- Contribute to outreach planning, scheduling, debriefs, and improvements to calling scripts, trackers, and follow-up processes.
- Collaborate with leadership and teammates to refine outreach approaches and translate lessons from calls into practical program strategy.
- Track project details with precision, proactively flagging risks, bottlenecks, or emerging issues to leadership before they become bigger problems.
- Provide weekly reports to the team tracking progress, issues, high level conclusions
- Jump in wherever needed to support a growing housing program, including administrative coordination, stakeholder communication, and other team priorities.

Growth path: As performance and organizational needs evolve, you may have opportunities to take on greater responsibility in support of the organization's overall strategy.

Who you are

We look for team members who share our mission, can connect with homeowners respectfully and effectively, and are motivated by steady, relationship-centered outreach. You do not need to come from one specific background; you may have experience in housing counseling, project management, customer service, community outreach, or be early in your career and ready to take on meaningful responsibility. You are also:

- Hyper-organized, reliable, and able to manage details, follow-up steps, and homeowner context without letting things slip.

- Self-driven and independent, with the discipline to keep a steady calling rhythm and move work forward without close day-to-day oversight.
- Strong in customer service and comfortable making 10–20 outbound calls per day, documenting progress clearly, and keeping accurate records of conversations and follow-up needs.
- Socially perceptive and emotionally intelligent, able to read context, build rapport, listen with care, and make homeowners feel respected and comfortable.
- Able to follow a script and process consistently while using good judgment to keep conversations human, constructive, and on track.
- Patient and skillful at gently redirecting conversations when needed; for example, acknowledging a personal story or concern and then bringing the discussion back to the next question, decision, or step.
- Curious and constructive, noticing what is working, identifying friction points, and suggesting practical improvements to scripts, trackers, and follow-up systems.
- Goal-oriented and accountable, with a strong sense of ownership for meeting outreach targets and helping the team understand progress against goals.
- Comfortable using Trello and proficient in Microsoft Excel for project management
- Able to step back from the detail and draw conclusions to present to management

Preferred background / experience:

This role is best suited for early-career professionals with 2-3 years of independent outreach experience.

How to Apply

Submit a cover letter and resume/CV to talent@economicarchitectureproject.org.

Applications are reviewed on a rolling basis. Please indicate if you require any accommodations during the process.

Economic Architecture is an equal opportunity employer. We welcome candidates from all backgrounds to apply, including those from nontraditional paths and the returning workforce.

Schedule: Monday to Friday, 9am-5pm ET



Economic Architecture

Project

Economic Architecture
PO Box 42219
Washington DC 20015

Seniority level: Associate