



NAFHAC Team Leader Guide

National Association of FHA Consultants

The following information is the start of what we expect to be a growing program. We welcome your feedback as to ways to improve this program for the benefit of the entire associations.

Roles and Responsibilities:

- Conduct coaching calls and one-on-one sessions with members.
- Host at least two Skill-Building Calls and two General Membership Meetings per year.
- Respond to member inquiries via email and Slack within one business day.
- Attend bi-monthly leadership meetings and notify of any planned absences.
- Participate in in-person events, with travel expenses reimbursed and a commission for new member sign-ups.

Communication and Tools:

- Receive a NAFHAC email address linked to personal email.
- A phone extension through the Grasshopper system to handle calls
- A zoom meeting account that allows up to 40 minutes of recorded calls.

Expectations:

- Respond to emails within two business day.
- Maintain active engagement and support members thru Slack channels and direct messages as needed.
- Meet as a leadership team twice a month.
- Notify of any vacation or absences.
- Participate in in-person events as needed (expenses reimbursed)
- Must already be or commit to becoming a Premium Elite member upon acceptance.

Commission and Incentives:

- Earn a commission for each new member signed up.
- Achieve bonuses for reaching membership sign-up milestones.
- Gain recognition and additional training opportunities.