



## **Rebuilding Together Twin Cities Home Repair Program Manager**

### **Objective:**

- To provide professional, quality services to the employees, homeowners and volunteers served by Rebuilding Together Twin Cities. The Program Coordinator works directly with the Program Director, staff, AmeriCorps members and Board Committees to ensure operational needs are met.

### **Duties and Responsibilities:**

#### **Outreach**

- Assist Program Director in networking with strategic partners for client referrals.
- Assist Program Director in working with neighborhoods and CDCs to coordinate local neighborhood funding and in-kind donations where available.
- Maintain network of potential partner organizations for projects in sponsor specified neighborhoods.
- Work with neighborhood representatives to identify homeowner applicants.

#### **Homeowner and Nonprofit Liaison**

- Assist with determining home repair projects that will be completed each year.
- Provide project assessment and determine best repair delivery method.
- Develop work scope and construction process plans for individual client projects.
- Work with subcontractors to obtain bids, sub contracts and project completion as needed.
- Act as liaison to program applicants, communicating with clients as needed.
- Investigate and resolve Homeowner/Non-profit Facility complaints or concerns.
- Provide data and biographical information for grant and report writing and the development of new funding sources.

#### **AmeriCorps Capacity Corps Site Supervisor**

- Be familiar with all AmeriCorps positions serving Rebuilding Together Twin Cities.
- Conduct AmeriCorps project management training at the beginning of each term.
- Communicate with all AmeriCorps members on regular basis to ensure members' needs are met.
- Provide day-to-day supervision of AmeriCorps member in the following tasks:
  - Organize and maintain relationships with volunteers and act as liaison for volunteers with staff, the board, various groups and corporate sponsors.
  - Update and maintain volunteer contact information in Salesforce.
  - Maintain Salesforce database and other statistical information on volunteers.
  - Recruit and train Home Repair program and Non-profit Facility program volunteers.
  - Maintain pool of interested volunteers for project work.

- Assess volunteer skills and coordinate with project staff to assign volunteers to appropriate tasks.
- Responsible for orientation and training of volunteers.
- Coordinate volunteer reward and thank you program.

### **Field Responsibilities**

- Ensure Safety Program is constantly enforced on all project sites.
- Serve as Rebuilding Together Twin Cities representative in welcoming volunteers and dignitaries during opening remarks and throughout the day as needed.
- Provide crisis management on jobsite as needed.

### **Office Responsibilities**

- Help Program Director develop, implement and maintain processes, procedures and timelines related to Rebuilding Together programs as outlined in Rebuilding Together procedures.
- Review work scopes and budgets for completeness and ability to provide a productive day for the number of volunteers being used.
- Assist Program Director in reviewing need for subcontractors and securing subcontracted services that align with Rebuilding Together policies, municipal rules and guidelines.
- Oversee warehouse inventory and ensure functionality of warehouse operations.
- Ensure project punch list and project close-out including accounting, contract sign off and files are completed in a timely fashion.
- Ensure project files are maintained and up to date and files are clearly marked for easy access.

### **Other**

- Attend Board Meetings at the direction of the Program Director or Executive Director. Presentations to the Board of Directors may be required.
- Maintain working relationships with community agencies and organizations.
- Maintain a pattern of regular work hours.
- Other duties as assigned.

### **Qualifications:**

- 4-year college degree in social work, housing or related field required.
- Able to work some evenings and weekends.
- Proficient with Microsoft Office programs and data management, and proficient with the Internet.
- Knowledge of office management with good clerical and organization skills.
- General knowledge in the field of the problems faced by low-income homeowners, older adults and persons living with disabilities.
- Experience working in a non-profit, preferred.

### **Competencies:**

- Good spelling, grammar, editing, proofreading and figure aptitude skills.
- Good problem-solving skills.
- Must be detail oriented with excellent organizational skills.
- Fully proficient in using Microsoft Office Suite (Word, Excel & PowerPoint) and the Internet.
- Able to compile and organize data.
- Able to write general correspondence and reports.
- Able to organize and handle multitasks and meet deadlines.
- Good verbal and written communication skills.
- Able to be a team player and possess a positive and helpful demeanor.
- Must have good interpersonal skills and ability to work independently and be part of an interdisciplinary team.
- Be able to speak, clearly understand and write the English language.
- Must have a car, MN driver's license and be able to drive, day and evening hours.
- Be flexible.

### **Essential Physical Functions:**

- Telephone proficiency – this position requires 50% time client services via telephone.
- Type frequently.
- Drive sometimes.
- Sit frequently.
- Stand frequently.
- Walk frequently and flights of stairs.
- Lift 25 pounds or more.