



Rebuilding Together Twin Cities Home Repair Program Manager

Objective:

- The primary objective of the Program Manager is to oversee the delivery of high-quality repair services for low-income homeowners in the Twin Cities. The Program Manager must be professional, detail-oriented, and a team-player who can successfully work with the Program Director, AmeriCorps members, vendors and contractors, and other stakeholders to successfully deliver these services.

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:

- 2-year college degree in construction, social work, housing or related field or equivalent experience 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.