



## **Manufactured Home Repair Program Manager**

### **Objective:**

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

### **Position Summary:**

Under supervision, the Program Manager contributes to the success and increases the efficiency of specific programs at Rebuilding Together. This involves day- to-day facilitation and oversight of deliverables.

### **Primary and Essential Responsibilities**

#### **1. Project Management**

- Oversee the management of all assigned projects
- Conduct project planning activities including development of timelines and milestones
- Monitor progress of work against project schedules and ensure deadlines are met
- Oversee development of project deliverables including budgets, work scopes and material orders
- Provide project updates as well as secure senior staff sign-off on all fiscal and contractual obligations
- Identify and solve problems during project implementation
- Manage vendors and subcontractors, including preparation and review of requests for proposals
- Provide direct daily supervision of any and all staff or volunteers effecting repairs on projects
- Prepare contracts and subcontracts; discuss contractual issues with senior staff
- Manage onsite responsibilities, either by being onsite or coordinating details with onsite staff person
- Ensure materials, tools, roll-off containers, sanitary services are available in a timely manner for project execution
- Implement onsite safety program and compliance by any and all individuals who may be on the project site
- Effect repairs as needed in the event support staff or volunteers are unavailable
- Secure all client contract signage and owner satisfaction survey for individual projects

#### **2. Project Development**

- Contribute to the development of future project ideas
- Contribute to proposal development
- Assist senior staff in Rebuilding Together Minnesota's direction and planning activities
- Track program and client metrics

#### **3. Communications**

- Prepare reports, letters, e-mails, and other materials for project-related communications
- Organize and conduct internal and external project meetings
- Make presentations to internal and external audiences
- Keep senior management informed about project status and issues
- Collaborate with communications team and other staff to promote individual projects and programs and to support Rebuilding Together Minnesota's mission

#### 4. Administrative

- Perform technical and administrative tasks that support project delivery
- Ensure effective and cost-efficient use of project resources
- Maintain complete, orderly and efficient files and records
- Actively participate as a member of assigned workgroups

#### 5. Other

- Maintain working relationships with community agencies and organizations
- Maintain a pattern of regular work hours
- Other duties as assigned

#### **Qualifications:**

- 2-year degree in social work, housing or related field required
- **Knowledge in general home repair and construction-related skills**
- Able to work some evenings and weekends
- Proficient with Microsoft Office programs, Google Documents 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:**

- Knowledge of construction means and methods
- Ability to provide direction and leadership to teams of workers and volunteers
- 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
- Have mechanical and construction aptitude/skills

#### **Essential Physical Functions:**

- Telephone proficiency – this position requires 25%-time client services via telephone
- Type frequently
- Drive sometimes
- Sit frequently
- Stand frequently
- Walk frequently and flights of stairs
- Lift 25 pounds or more
- **Perform manual construction activities**
  - Ability to climb/operate on ladders and scaffolding as well as working at heights of a single-story home