



1050 SE 33<sup>rd</sup> Ave., Ste. 200, Minneapolis, MN 55414  
T: 651-776-4273 | F: 612-767-8578 | [www.RTMN.org](http://www.RTMN.org)

## **Project Manager, Twin Cities Metro Area Rebuilding Together Minnesota**

### **Objective**

The primary objective of the **Project Manager** is to oversee the delivery of high-quality no-cost home repair services for low-income homeowners in our service area. Reporting to the Program Director, this role will work in close collaboration with staff members, vendors, contractors, clients, and other stakeholders to effectively deliver these services. **Please note, this is a remote position, with regular travel required to our Minneapolis-based warehouse and office location, as well as to client project sites around the metro area. Candidates must reside in the Twin Cities Metro Area.**

### **Areas of Responsibility**

#### **External Facing Responsibilities with Clients, Contractors and Volunteers**

- Act as liaison to those we serve, communicating regularly with an assigned portfolio of clients.
- Provide project assessment and determine the best service delivery method.
- Develop work scope and construction process plans for individual client projects, ensuring completeness
- Develop and foster working relationships with subcontractors, volunteers, and community partners.
- Work with subcontractors to obtain bids, contracts, project scheduling, and completion of identified scope of work.
- Investigate and resolve homeowner/facility complaints or concerns.
- Track all relevant data and biographical information in Salesforce
- Where applicable, provide support and coordination to volunteer groups for Ramps and Safe@Home

#### **Internal Facing Responsibilities with Program Team and Cross-Functional Staff**

- Work with the Program team to determine the number of unique address projects that will be completed each year for each service area (Home Repair & Safe at Home) in support of organization funding commitments and goals.
- Work with Program and Client Service Manager to assess the ability to meet client needs within budgetary and process guidelines, in order to prioritize projects with the client.
- Support the Program Director in developing, implementing, and maintaining processes, procedures, and timelines related to programs as outlined in Rebuilding Together's procedures.
- Maintain working knowledge of funding sources including acronyms, deadlines, timelines, and funding guidelines. Understand and work within budget parameters, supporting clients by managing expectations.
- Enter, update and maintain client and project information in Salesforce, ensuring all project files are maintained, up to date, with naming conventions in line with best practices.
- Ensure key documents, including client contract sign-off, project punch lists and project close-outs are completed in a timely fashion.



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### **Other Responsibilities**

- Maintain positive, collaborative working relationships with cross-functional RTMN teams.
- Maintain positive working relationships with community agencies and organizations.
- Other duties as assigned.

### **Qualifications**

- 2-year college degree in construction, project management, a related field or equivalent experience.
- Knowledge of office procedures, with good clerical and organizational skills.
- General knowledge in the field of housing, including the lived experiences of low-income homeowners, older adults, and persons living with disabilities.
- Experience working with a nonprofit or social service agency is preferred.
- Demonstrated experience with diverse populations is a plus.
- Bilingual skills are a plus (Spanish, Somali, Hmong)

### **Competencies**

- Must be detail-oriented with excellent organizational skills, and problem-solving ability.
- Fully proficient in using Microsoft Office Suite (Word, Excel & PowerPoint) and internet-based platforms such as Salesforce, G-suite, etc..
- Demonstrated experience in compiling and organizing data, crafting general correspondence and reports.
- Demonstrated ability to manage competing priorities and meet deadlines.
- Good verbal and written communication skills, including spelling, grammar, editing, proofreading and basic math aptitude skills.
- Able to be a team player and possess a positive, flexible, and helpful demeanor.
- Strong interpersonal skills and ability to work independently and be part of a cross-functional 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 (mileage reimbursement).

### **Essential Physical Functions**

- Telephone proficiency; this position requires significant time providing client services via telephone.
- Type frequently.
- Drive sometimes.
- Sit, stand and walk frequently.
- Walk flights of stairs and ladders.
- Lift 25 pounds or more.