



Program Manager

Objective:

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

Duties and Responsibilities:

Outreach

- Network with neighborhood organizations, Community Development Corporations (CDCs) and social service agencies, forming partnerships for client referrals.
- Work 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

- Manage the Homeowner/House/Non-profit Facility Selection process from application to selection and final project evaluation.
- Act as primary liaison to Home Repair program and Nonprofit Facility program applicants.
- Maintain database, applicant files and statistical information on homeowners and Nonprofit Facilities.
- Assist as needed with Safe at Home program applicants.
- Manage all communication with homeowners and non-profit facility leaders including telephone contact and written correspondence.
- Investigate and resolve Homeowner/Non-profit Facility complaints or concerns.
- Conduct Home Repair program and Non-profit Facility program follow-up and evaluation.
- Assist with grant and report writing, and the development of new funding sources.
- Act as staff liaison to Board Committee dealing with project selection.
- Assist Board members and committee chairs as directed by the Executive Director.

AmeriCorps Capacity Corps Site Supervisor

- Attend Site Supervisor training conducted by Rebuilding Together, Inc. in New Orleans, August 24-28, 2010.
- Complete all required paperwork and reports, and maintain files as dictated by Rebuilding Together, Inc.
- Be familiar with all AmeriCorps positions serving Rebuilding Together Twin Cities (currently 3 positions).
- Communicate with all AmeriCorps members on regular basis to ensure members needs are met.
- Coordinate supervisory tasks of Rebuilding Together Twin Cities staff that serve as AmeriCorps members' day-to-day supervisors.
- Day-to-day supervision of AmeriCorps Volunteer Coordinator in the following tasks:
 - Organize and maintain relationships with volunteers and act as liaison for volunteers with staff, Board Committee, various groups and corporate sponsors.
 - Update and maintain lists of volunteer contact information.
 - Maintain database and other statistical information on volunteers.
 - Recruit and train of 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.

Clerical and Office Responsibilities

- Coordinate bids for, arrange for office equipment repairs, and review maintenance contracts. Review and sign invoices.
- Order and maintain supplies as needed. Review and sign invoices.
- Maintain weekly agenda for staff meetings
- Oversee office volunteers performing the following tasks:

- General clerical and data entry.
- Type and distribute, upon review and approval, correspondence reports, memos, and projects from notes or drafts.
- Photocopy and fax information and documents as needed or requested.
- Ensure files are up to date and papers and files are clearly marked for easy access.
- Perform data entry into database within appropriate timeframe.
- Donor correspondence as directed and maintain donor information in database.
- Provide computer, FAX and printer support.
- Complete all paperwork, reports, and correspondence in an organized manner.

Other

- Attend Board Meetings at the direction of the Executive Director. Presentations to the Board of Directors may be required.
- Maintains 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 for word processing 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.

Email or mail Resume and Cover Letter to:

Kathryn Greiner, Executive Director
Rebuilding Together Twin Cities
2633 Fourth St. SE, Minneapolis, MN 55414

Email: K.greiner@RebuildingTogether-TwinCities

Application Deadline: 5 pm, Friday, July 16, 2010

