



PROGRAM COORDINATOR

Are you looking for a position where you will be challenged, learn a ton, have a lot of fun, be inspired frequently, and make a significant impact? Are you ready to apply your skills and talents at an innovative nonprofit fighting gentrification and preserving affordable homeownership for the most vulnerable in our community? Rebuilding Together Miami-Dade is looking for a Program Coordinator to work one-one-one with homeowners to ensure a positive experience from the time they contact RTMD, through to project completion.

The Program Coordinator works with a diverse group of homeowners from a variety of backgrounds. This position serves as the main point of contact for homeowners applying for RTMD's programs and services. In addition to working with homeowners, the Program Coordinator works closely with the Project Manager and Development Director to effectively communicate the homeowner's needs and story to contractors, volunteers, community partners, and media outlets.

This is an entry-level position for someone interested in learning and growing within a team-oriented, grassroots environment. Our ideal candidate is interested in a long-term career in the nonprofit world.

About Us:

Rebuilding Together Miami-Dade (RTMD) brings volunteers and communities together to improve the homes and lives of vulnerable homeowners in need. We make extensive repairs and accessibility modifications to homes throughout Miami-Dade in an effort to increase quality of life for homeowners and their families and preserve affordable homeownership opportunities for future generations. Our vision is a safe and healthy home for every person.

The average homeowner served by RTMD is 69 years old, has owned their home for over 25 years, and has a household income of \$19,200. Our impact extends beyond the individuals served to fight gentrification and stabilize neighborhoods, throughout Miami-Dade County. Our efforts are strengthened by partnerships and collaborations with corporate sponsors, government agencies, skilled contractors, civic organizations, faith communities, and community volunteers. For more information, visit rebuildingtogethertmiami.org.

Essential Responsibilities:

Programs (80%):

- Advocate for homeowners to both outside organizations and internally with staff
- Interview prospective homeowners and assist with application for programs and services
- Oversee and ensure complete documentation and tracking of files necessary for proof of program eligibility; input client data/upload documents into Salesforce
- Write homeowner bios and present prospective client cases to Executive Director
- Manage homeowner database
- Act as a reliable point of contact for the client throughout the rebuilding process
- If client has a critical need, not provided by RTMD, research and refer to other organizations who may be able to assist
- Track client progress and report to team members at weekly staff meeting

- Help evaluate program impact and effectiveness

Projects (10%):

- Follow-up with homeowners, contractors, and handymen to ensure project completion and quality
- Assist with collecting and tracking in-kind donations
- Occasionally assist project management team with volunteers build days

Other (10%):

- Work with Development Director to accurately communicate the stories of homeowners
- Assist with social media efforts

Qualifications/Requirements:

- Commitment to our vision of a safe and healthy home for every person
- High emotional intelligence with an ability to quickly and positively establish rapport and credibility, gain confidence, and develop meaningful relationships with diverse individuals from a variety of backgrounds
- Impeccable organizational and time management skills
- Desire to learn and excel in a fast-paced, team-oriented office environment
- Proficient in Microsoft Suite; particularly Excel
- General knowledge of social media platforms Facebook, Instagram, and Twitter
- Salesforce experience a plus
- Willing to travel a few days per year for Rebuilding Together trainings and events
- Flexible schedule including some evenings and weekends throughout the year, particularly in preparation for National Rebuilding Day (Last Saturday of April, annually) and Veterans Day
- A sense of humor!
- Valid driver's license and reliable vehicle

HOW TO APPLY

To apply, please email a PDF cover letter summarizing your interest, fit, qualifications, and experience along with a PDF copy of your resume to travis@rebuildingtogethermiami.org. Please write, "RT Program Coordinator" in subject line of email.

We will conduct short phone interviews as applications come in. If both the candidate and RTMD feel it could be a fit, we will schedule an in-person interview with the Executive Director.

Position will remain open until a qualified candidate is identified.

BENEFITS

20 PTO days

10 Paid Holidays

\$300/month health stipend (not included in salary)

LEVEL OF LANGUAGE PROFICIENCY

Spanish or Creole a plus, not required

