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[www.rebuildingtogethermc.org](http://www.rebuildingtogethermc.org)

## **Position Description**

**Title:** Program Manager, Homeowner Relations and Project Management

### **Position Summary:**

The Program Manager, Homeowner Relations and Project Management will be responsible for assisting with the execution and coordination of all home repair programs and services offered by Rebuilding Together Montgomery County ("RTMC"). The Program Manager will also be responsible for assisting with the preparation and filing of all program-related grants and reports and for assisting with the supervision of RTMC's AmeriCorps members.

### **Duties & Responsibilities:**

#### *Homeowner Communication*

- Serve as the primary liaison between homeowners and the organization
- Organize and maintain all homeowner files
- Maintain database with program information
- Handle routine duties in connection with correspondence regarding programs, including reviewing, organizing, prioritizing, proofreading correspondence, and preparing drafts
- Serve as the primary point of contact for applicants and recipients
- Receive applications, create new files and enter data into our database; verify all information in application; and send communication to applicant regarding application status
- Prepare outreach materials to be sent to potential homeowners and local agencies multiple times a year
- Assist in conducting site previews and develop appropriate work scopes

#### *Grant Administration and Reporting*

- Manage Program Department's paperwork and reporting, including compiling statistical data on all homeowner recipients, for all applicable grant reporting and RTMC's end of year and other reports
- Support Director of Program Services in coordinating and implementing work associated with applicable grants
- Coordinate with Director of Development on statistics and data for end of fiscal year reports

#### *Project Management*

- Coordinate RTMC's annual National Rebuilding Day ("NRD") event, including preparing handbooks and presentations for House Captains, House Ambassadors, Homeowners, and Area Coordinators; and managing and training NRD volunteers and acting as their primary liaison with RTMC
- Support Director of Program Services in the management and coordination of Volunteer Give-Back Day projects and all other repair projects throughout the year

- Support the Director of Program Services in all repair project activities, including site selection, homeowner-sponsor matching, work scope development, training, pre-project day work, and post project day punch list items
- Manage and update the homeowner files from intake to completion
- Assist in the coordination of home repair selection process

*AmeriCorps Supervision*

- Assist in supervising affiliate’s AmeriCorps members to ensure compliance
- Assist in preparing all reports necessary to ensure compliance with National Office requirements related to the CapacityCorps program

*County Relationships*

- Develop relationships with county social service providers
- Develop a relationship with the Montgomery County Department of Health and Human Services
- Meet with county social service providers as necessary to maintain positive relationships and receive updated referral information

*Social Service Referrals and Community Outreach*

- Refer homeowners to county social service providers, depending on their needs
- Create and maintain a database of county social service providers
- Monitor preparation and distribution of all community outreach materials

<b>Time Allocation:</b>	Client Management	40%
	Grant Management	20%
	Project Management	20%
	Volunteer Management	20%

**Reporting Structure:** Reports to Director of Program Services

**Qualification:**

- Bachelor’s degree with minimum of 2 years experience in project coordination or social/community service and client/customer relations
- Construction and/or construction management experience is preferred
- Must possess excellent telephone and communications skills
- Exceptional organizational and outreach skills
- Must be flexible and work well under pressure with a diverse team
- Superior written and oral communications skills
- Ability to work independently and be self-motivated
- Ability to work with older adults, volunteers, community groups, and sponsors
- Must enjoy detailed work and be willing to pay meticulous attention to record keeping and output

- Must enjoy phone work and be able to respond to callers and visitors and determine appropriate routing or action
- Working knowledge of Microsoft Office
- Experience managing data using Salesforce is preferred

**Compensation & Benefits Information:**

This is a full time, non-exempt, hourly position with comprehensive benefits and generous vacation and sick leave time. Salary is competitive and commensurate with experience.

**Organizational Overview:**

Rebuilding Together Montgomery County (RTMC) works in partnership with community volunteers to provide home repairs, accessibility modifications, and links to community resources to keep low-income homeowners living safely and independently in their homes. RTMC was founded in 1990 and is one of 100+ affiliates of the national organization, Rebuilding Together, which was founded in 1973 and formerly known as Christmas in April.

To apply: Submit the following documents to [sweeks@rebuildingtogethermc.org](mailto:sweeks@rebuildingtogethermc.org) as soon as possible.

- Resume – standard format including education, work and volunteer experience
- Cover letter – standard, 1-page format explaining your interest in the role and why you believe you are a good fit.