Rebuilding Together of Greater Charlotte

PROGRAM MANAGER
Job Description

Position Summary

Rebuilding Together of Greater Charlotte (RTGC) is a 501(c)3 nonprofit with a mission of repairing homes, revitalizing communities, rebuilding lives. RTGC brings our community together to address the affordable housing crisis, mobilizing contractors and volunteers from across the region to complete projects that make homes and communities safer and healthier for our neighbors.

The PROGRAM MANAGER works under the supervision of the Executive Director to execute all RTGC programs by managing all aspects of client communication and service, case management, volunteer placement, coordination and recognition, event-related partnerships, and community outreach.

Primary Responsibilities

Client Communication and Service Management

- Responsible for all processing of client applications
- Review all applications and determine appropriate program placement
- Responsible for creation, maintenance and storage of case files
- Manage all correspondence with clients including application acknowledgements, status updates, scope of work agreements, surveys, referrals to other organizations, introduction and reminder notices, etc.
- Ensure monthly, quarterly and annual reporting is generated and distributed on clients served and not served
- Manage all post-project punch-list follow-up and completion

Volunteer Management

- Manage details of the volunteer experience (i.e. proper forms, t-shirts, lunch, etc.)
- Generate and send email reminders to volunteers during project planning phase
- Foster a pool of skilled volunteers, recruit and match them onto projects
- Assist in planning, organizing, and leading volunteer projects as necessary
- Provide ongoing support and appreciation for all volunteers
- Track volunteer participation and hours through Salesforce database

Program Management

- Prepare agendas for Program Committee meetings including additions from other staff members and share in meeting leadership responsibilities jointly with Construction Manager
- Maintain, update, and distribute the monthly Program Calendar to all staff and AmeriCorps
- Process all invoices and reimbursement requests submitted by Project Leads and Volunteer Captains
- Manage in-kind donor information on projects; work with development staff to oversee in-kind donation tracking and acknowledgements
- Manage special requirements of marquee events and block builds
Community Outreach and Advocacy

- Attend community meetings and events to raise awareness of our programs and volunteer opportunities
- Actively build partnerships with other organizations and service providers to maintain a robust referral network
- Participate in housing related advocacy efforts to further the mission of RTGC

Supervision and Accountability

- Manage AmeriCorps Program Associate
- Ensure monthly, quarterly, and annual program-related reports are generated and distributed as needed

Strategy/Planning

- Work with Executive Director and Construction Manager to establish, implement, and monitor annual program goals
- Provide Executive Director with regular updates of program activities
- Help evaluate program impact and effectiveness with homeowner and volunteer surveys.

Knowledge, Skills, and Abilities

- Experience with construction, home repair, and housing issues a plus
- Volunteer service experience: managing or coordinating other volunteers is a plus
- Commitment to serving low-income communities
- Bachelor’s degree or equivalent work/volunteering experience
- Impeccable organizational and project management skills, significant attention to detail and follow-through, ability to work on multiple tasks in a growing and changing environment
- Strong customer service background and mindset including compassion and the ability to work with diverse individuals
- Ability to be flexible and adaptable, to maintain professional decorum under stress and to excel in a fast-paced environment
- Comfort with speaking and presenting in front of large groups – experience training or teaching volunteers is a plus
- Excellent problem solver with attention to developing and improving systems to improve RTGC programs
- Computer literacy in Microsoft Office applications and experience with Salesforce a plus
- Must be able to work with a flexible schedule including weekends particularly during April and October, including attendance at some organizational evening events

Compensation and Benefits

This full-time position has a salary range of $40,000-50,000 and offers health, dental, vision, and life insurance, vacation, paid holidays, sick leave, and other generous benefits.

Rebuilding Together of Greater Charlotte will provide equal employment opportunity without regard to race, color, gender, age, disability, religion, national origin, marital status, sexual orientation, ancestry, political belief or activity, or status as a veteran.

To apply, email a cover letter and resume to Beth Morrison at bmorrison@rebuildingtogetherCLT.org.