



POSITION DESCRIPTION

Title: Repair Programs Manager	Employment Status: At-Will
Department: Home Repair Services	FLSA Status: Full-Time - Exempt
Reports to: Director of Construction Services	Supervises: Repair Program Supervisor, Volunteers

MISSION:

Seeking to put God’s love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities, and hope.

GENERAL DESCRIPTION:

The Repair Program Manager ensures the smooth operation of Pikes Peak Habitat’s outreach, application, and oversight process for all repair services within the Repair Programs. This position is responsible for creating awareness and understanding of repair services available, as well as leading a customer-focused application process.

The Repair Program Manager is a person who can work with a diverse group of community organizational members, applicants, staff, and volunteers. This position will be responsible for the development of the program, including the planning and implementation of individual repair projects and directly coordinating all aspects of the individual projects.

The Repair Program Manager should expect to spend time in the field, time meeting with organizations and people to expand the program, and in the office depending upon the needs of the homeowners and Repair Program team. The person in this role should have a deep understanding of housing needs and repair needs in El Paso County and have a resolve to address it.

CORE RESPONSIBILITIES:

1. Construction Management

- a) Manage all aspects of the Repair Program application process, in partnership with Homeowner Services Manager, from start to completion including inquiries, application processing, initial assessments, Statements of Work, scheduling, partnership agreements, completion-of-work sign off, surveys, repair statistics and reporting.
- b) Manages the administration and regular analysis of the program’s growth, goals and budgets.
- c) Manages clear and accurate accounting, cost tracking, budgeting, and reporting.
- d) Effectively communicates with the Repair Program Supervisors, Volunteer Manager, and vendors to schedule projects, volunteers, suppliers, and subcontractors.
- e) Coordinate with the volunteer manager and development team regarding outreach with community partner organizations, local employers, and other relevant entities.
- f) Manage & maintain organization of documentation of Repair projects to include application and project documentation in both physical and digital formats.
- g) Assists in the development of the Repair Program.
- h) Collect qualitative and quantitative homeowner data to evaluate success and impact of program through regular pre- and post- homeownership surveys.

2. Safety

- a) Identify, understand, and implement up-to-date OSHA safety policies and procedures.
- b) Effectively communicates that safety is the first priority on the Repair sites and ensure the safety policies are adhered to.

3. Leadership

- a) Oversees the continual development of the Repair Program, the Repair Project Supervisors and the Repair Program team in regard to quality, productivity, safety, and creating a positive work environment.
- b) Works with Homeowners to ensure a meaningful project experience.
- c) Communicate with timeliness, clarity, positivity, and cultural competence with people of all education and socio-economic levels and backgrounds.
- d) Develop and maintain positive, collaborative functional relationships with staff, program applicants, volunteers, donors, and vendors.
- e) Foster an innovative and adaptable team environment
- f) Provide culturally sensitive services to potential applicants and homeowners.
- g) Create and manage a Repair Program Selection Committee.
- h) Identify potential community partnerships and broaden the repair program impact.

4. Other duties as required or assigned Director of Construction Services

KNOWLEDGE & SKILLS:

- Ability to balance leadership and management roles within a growing department.
- Punctual self-starter with the ability to work independently, solve problems, and to think and act decisively.
- Solid knowledge of residential repairs, personnel supervision, and supplier and program management including supervisory experience with trade contractors.
- Successful project management experience and ability to manage multiple projects simultaneously.
- Strong aptitude working with office software such as Outlook, Word, and Excel.
- Works as an effective and proactive team player. Collaboration, networking and relationship-building skills.
- Able to identify, evaluate, problem solve and give directions regarding problem resolution for individual and department-wide issues. Position requires an ability to effectively manage conflict.
- Exceptional communication and organizational skills.
- Ability to understand and analyze the implications of project financial performance.
- Maintain a high internal and external customer and Habitat team satisfaction level.
- Maintain high standards of integrity and compliance.

EDUCATION, EXPERIENCE:

- HS diploma or equivalent required, with significant residential construction related supervisory experience. BA/BS preferred.
- Three or more years of direct on-site experience with increasing responsibility in an applicable setting.
- Thorough understanding of and project management experience in the residential home construction process.
- Knowledge of applicable residential building codes.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Ability to work effectively in both office and construction site environments.
- Some weekend and evening hours required.
- Ability to adequately traverse a residential construction job site; climbing, jumping, lifting, carrying (minimum 50 lbs.) or other similar activities as required.
- Ability to maneuver typical construction site obstacles.

WORK ENVIRONMENT AND CONDITIONS:

- Exterior working environment during a variety of weather conditions.
- This is a full-time position Tuesday - Saturday 8am-4:30pm, schedule consisting of 40 hours per week.
- Ability to drive all construction vehicles and pull trailers as required and be insured.
- Must be able to pass background, motor vehicle and credit checks.

COMPENSATION AND BENEFITS:

- The hiring range for this position is projected to be \$60,000 - \$68,000 annually depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:

- Medical/Life/Dental/Vision Insurance/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays. Short term disability is available through the Colorado FAMILI program.

EQUAL EMPLOYMENT OPPORTUNITY:

Our commitment to Equity, Diversity, and Inclusion in the Workplace: Pikes Peak Habitat for Humanity is an equal opportunity employer. Candidates from diverse backgrounds are encouraged to apply and are considered for employment on merit alone without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group protected by federal, state or local law.

APPLICATION TIMELINE & INSTRUCTIONS:

- Position will remain open until filled.
- Apply on our website at pikespeakhabitat.org/employment
- Upload C.V./Resume
- Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description.
- **NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES**

ABOUT PIKES PEAK HABITAT FOR HUMANITY:

Habitat for Humanity, founded in 1976, is a global, Christian-based nonprofit organization that grew out of an intentionally multi-racial community in rural Georgia. Locally, Pikes Peak Habitat for Humanity was established in 1986. Seeking to put God's love into action, Pikes Peak Habitat brings together people of all faiths and people of no faith to build homes, communities, and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability, and self-reliance they need to build better lives for themselves. Pikes Peak Habitat seeks individuals who have a willingness to affirm these principles and values.

At Pikes Peak Habitat for Humanity, we embrace a history rooted in creating equity and take our mission seriously by courageously committing to a culture and workplace where all staff feel safe, welcome, visible, respected, supported, and valued. As an equal opportunity employer, we realize that our success depends upon building an inclusive workforce of diverse perspectives and encourage people of varied races (which is inclusive of traits historically associated with race, including, but not limited to, protective hairstyles and hair texture), ethnicities, national origins, tribes, religions, ages, gender identities and expressions, genders, sexual orientations, marital statuses, disabilities, veteran/reserve national guard statuses, socio-economic statuses, thinking and communication styles to work with us.

We also require that all staff take seriously their ethical responsibilities to safeguard our intended beneficiaries, their communities (especially children), and all those with whom we work. In line with the prevention of sexual exploitation and abuse, all staff must pass a thorough background screening and will be held accountable for upholding our policies around ethical behavior, including safeguarding and whistleblowing.