



## **Job Description – Program Coordinator**

**Position Title:** Program Coordinator

**Hours:** Part Time, 20-30 hours per week

**Reports to:** Executive Director

**Compensation:** \$20/hour

**Scope:** The Program Coordinator works for the Executive Director, and with the Chair of the Program Services Committee, to support our neighbors and coordinate the Safe and Healthy Homes Program. This includes application intake, initial processing and follow-up, coordinating and tracking assignments, supporting work teams, and information/data collection and input. The position requires working with a variety of populations including homeowners, volunteers and contractors as well as multiple home visits coordinating flow of work from identification of repair projects to acknowledgment of work completion.

### **Responsibilities:**

- Serves as main point of contact for neighbors before, during and after repairs are completed on their homes.
- Receives and reviews applications, communicates application status to ensure that applicants meet deadlines, and attends initial site visits to get more in-depth information about the neighbor's needs.
- Coordinates the process, with the Executive Director and Program Services Committee, to determine scope of work and type of work team required.
- Facilitates and supports each work team's planning and execution of their project along with the Program Services and Volunteer Committees.
- Accurately tracks contact information, project expenses and repair status to support internal communication and planning in our organizational CRM - Salesforce.

*MISSION: Repairing homes, revitalizing communities, rebuilding lives.*



### **Essential Skills & Abilities:**

- Possess good organizational skills, detail orientation, and has the ability to work on multiple tasks with flexibility/adaptability.
- Willingness and flexibility to occasionally work evenings and weekends.
- Demonstrated oral communication skills.
- Computer literacy, including Microsoft Office & Adobe Acrobat products.
- Effective interpersonal skills, sensitivity and appropriate judgment.
- Can work with many types of people from various ethnic, racial, socio-economic backgrounds.
- Understanding of general residential construction and ability to communicate between contractors, volunteers, committees and homeowners.

### **Other Requirements**

- Access to reliable transportation for daily commute and work-related travel.
- Valid driver's license and driving record to allow use of organization-owned or -rented vehicles.
- Support the organization in public and private forums and impromptu events, as required.
- Performs other duties as assigned to assist organization achieve service goals.

The majority of the time will be spent in neighbors' homes and the office, but must be able to navigate an active construction site.

### **Contact**

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