



18225-A Flower Hill Way
Gaithersburg, MD 20879
Phone 301-947-9400
Fax 301-947-9411
www.rebuildingtogethermc.org

Director of Program Services

Rebuilding Together Montgomery County's mission is repairing homes, revitalizing communities and rebuilding lives. Our vision is safe homes and communities for everyone.

ABOUT THE ORGANIZATION:

Rebuilding Together Montgomery County (RTMC) works in partnership with community volunteers to provide free 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 130+ affiliates of the national organization, Rebuilding Together, which was founded in 1973 and formerly known as Christmas in April.

THE POSITION:

Reporting to the Executive Director, the Director of Program Services is responsible for achieving the annual goals and objectives of RTMC's programs benefitting our homeowners to include:

- Safe & Healthy Homes program
- Critical Need Repairs Program
- National Rebuilding Day
- Handyman Program
- She Builds
- Corporate Give-Back Days

The Director supervises a team to effectively, efficiently and safely manage the repair process of homes in partnership with volunteers and skilled tradesfolk ensuring the highest quality standards. The Director is responsible for the overall homeowner and volunteer experience. The Director sets the goals and expectations for the program staff, creates/tracks weekly workplans, tightly manages budgets, and reports on grant requirements. The Director also works closely with the development department to report the program goals and grant requirements for project grants and communicates repair delivery data and stories.

KEY RESPONSIBILITIES:

Lead and Manage Program Department Team

- Manage and support staff by developing goals and expectations, implementing consistent check-ins, managing performance and undertaking annual reviews.
- Manage project workflow, priorities and deadlines to meet the annual goals.
- Constantly assess and evaluate workflow and program delivery for improvements.
- Be a champion of customer service for our homeowners and ensure they receive timely and clear communication throughout the home repair process.
- Serve as staff liaison to the RTMC Board Program Committee.



18225-A Flower Hill Way
Gaithersburg, MD 20879
Phone 301-947-9400
Fax 301-947-9411
www.rebuildingtogethermc.org

- Support the training and managing of volunteers for volunteer handyman services and National Rebuilding Day, including Area Coordinators, House Ambassadors, House Captains, Volunteer Coordinators, etc.

Administration

- Develop and manage program budget and ensure all appropriate records, including project paperwork, is submitted and filed.
- Oversee the client intake and application process and ensure all database (Salesforce) records are current and accurate.
- Oversee permitting process and ensure work adheres to EPA Lead Regulations and all safety guidelines.
- Oversee all repair contracts, contractor compliance and insurance requirements.
- Oversee surveying of clients to measure program impact and ensure consistent program delivery.

Supplies and Materials

- Oversee purchasing and supply process with House Captains.
- Oversee logistics, supplies and skilled trades for all programs, as well as warehouse/storage management oversight.

Tracking/Reporting

- Oversee the tracking and reporting of applicant and service data in Salesforce and manage monthly progress reports of goals versus actuals.

QUALIFICATIONS, EDUCATION, TRAINING AND EXPERIENCE:

- Interest in the mission of Rebuilding Together Montgomery County and serving low-income homeowners.
- Minimum seven years of experience in construction project management and home repair/renovation is essential.
- Demonstrated experience in managing multiple projects, teams (including volunteers), budgets and deadlines.
- Exceptional organizational skills and ability to thrive in change and manage multiple home repair projects and partnerships simultaneously.
- Exceptional interpersonal communication and customer service skills.
- Flexible and adaptive style with ability to work well with diverse groups, including homeowners, volunteers, community groups and sponsors.
- Ability to work independently as well as a part of a team.
- Ability to use MS Word, Access, Power Point, Publisher and Excel.
- Experience with Salesforce highly desired or willingness to learn the program.
- Ability to speak Spanish a plus.



18225-A Flower Hill Way
Gaithersburg, MD 20879
Phone 301-947-9400
Fax 301-947-9411
www.rebuildingtogethermc.org

WORKING CONDITIONS AND ENVIRONMENT/PHYSICAL DEMANDS:

The demands described are representative of those that must be met by an individual to successfully perform the essential functions of this position.

- Physical stamina and agility required.
- Must pass all criminal history and background checks.
- Valid driver's license, proof of personal automobile insurance, and acceptable driving record required to drive RTMC vehicles for RTMC business.
- Attend and participate in mandatory trainings, staff meetings, and all other events as scheduled.
- Some weekends and evenings work may be required.

This position description is intended to describe the general nature and level of the work to be performed. This is not an exhaustive list of all duties and responsibilities associated with it. Rebuilding Together Montgomery County reserves the right to amend and change responsibilities to meet organizational needs. Rebuilding Together Montgomery County is an Equal Opportunity Employer.

COMPENSATION AND BENEFITS INFORMATION:

This is a full time, exempt, salaried position with a comprehensive and generous benefit package. Salary is competitive and commensurate with experience.

HOW TO APPLY:

To be considered, applicants must submit a cover letter and resume to Executive Director Maury Peterson at info@rebuildingtogethermc.org