



Title: Program Manager: Repair Services

Department: Homeownership

FLSA Status: Non-Exempt

Reports To: Program Director

Prepared Date: October 2020

Compensation: Level E

Summary: The Program Manager Repair Services (PMRS) is a mission-critical full-time exempt staff member responsible for marketing Habitat for Humanity's home repair opportunities in all parts of King County through diverse community engagement activities, applicant recruitment and outreach initiatives. The successful PMRS develops relationships with a variety of organizations, individuals and agencies to provide an ongoing flow of qualified homeowner applicants.

Responsible for a staff of one FTE, the PMRS oversees the processing of repair applicants, ensuring applicants meet the demands of the program schedule while meeting all lending and jurisdictional regulations, HFHI and affiliate policies and compliance requirements. The PMRS, participates and manages, alongside the Program Director, in the certification of the homes and their owners, coordinating the execution of program agreements and security documents.

The PMRS, alongside the Program Director, is responsible for implementing policies, procedures and programs that serve the Critical Repair Program, Aging in Place and Home Preservation applicants.

Essential Duties and Responsibilities:

- Insure outreach and marketing activities provide a strong pipeline of applicants; establish a good working relationship with other home repair providers in King County; referring applicants, when applicable, to other organizations and collaborating, when possible, to address blighted neighborhoods in all areas of King County
- Work with Resource Development team to create marketing materials for each of the repair programs, insuring all materials are professional, accurate and meet Fair Housing requirements; insure materials are translated as needed to reach all potential applicants.
- Work with members of Repair Team to review project schedules, grant compliance, applications and applicant pipeline. Serve as homeowner liaison, communicating project schedules and document signings.
- Supervise, train and develop Aging in Place staff to insure program continues to grow into a viable element of our Repair Program; maintain oversight to insure community relationships in both the healthcare and social services are secure and long term
- Process and review applications, collecting required documents and supporting applicants in the submission of their file; insure applicant's eligibility for the program and compliance with Fair Housing Laws, CFPB regulations and other lending requirements which effect the application process; maintain files and keep accurate records, electronic and paper for repair homeowners
- Insure all contract and compliance requirements are met through a strong understanding of each funding source; work with representatives of each source to submit compliance documents in a timely and accurate manner; provide information and statistics for the writing of grants and funding requests; track program statistics as needed for affiliate reports
- Assist the Homeownership Manager in the creation and implementation of an educational curriculum which specifically addresses needs of repair homeowners. Coordinate classes and other educational opportunities with homeowners, maintain attendance files and records;
- Sweat Equity tracking: monitor hours and expectations with homeowners; insure homeowners, or their proxies, complete the required hours within the allotted time
- Serve as liaison with on-site staff and construction staff concerning homeowner related issues such as the scheduling of the project and volunteer activity;



- Serve as an informed and passionate community advocate for HFH's strategic direction, building alliances, awareness, and support;
- Other duties as assigned.

Supervisory Responsibilities: This position supervises staff and volunteers

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience: Preferred candidate has BA in Project Management; Business Finance, Social Work or equivalent BA/BS degree; or comparable work experience, five or more years of experience working in a non-profit organization, preferably in affordable housing. Experience in Home Repair organizations is a plus.

Candidate must have or willing to secure training in consumer loan origination, at minimum as a Qualified Loan Originator (QLO) and preferably as a state and federally certified Loan Originator (LO).

Candidate must be familiar with affordable housing, housing finance, financial literacy and key loan qualification benchmarks such as debt-to-income ratio, credit scoring and housing expense ratio.

Candidate must be comfortable going into the homes of the clients, assisting staff in assessing the homeowner's safety and mobility needs; must possess a good understanding of vulnerable populations and Senior Citizens and the ability and discretion to insure personal, customer and staff safety including the use of PPE when applicable.

Previous experience and/or skills must include:

- Ability to effectively supervise staff, AmeriCorps and volunteers; ability to model and teach a positive customer service mindset and approach;
- Deep understanding of current principles and practices in effective marketing of home repair services; preferable in the affordable housing sector of the market
- Excellent oral and written communication skills; including group presentations and creation of marketing materials for home repair services
- Basic project development and project management skills, including creation of case project plans and budgets, metrics and reports; financial acumen and understanding of home ownership finances and affordability ratios and calculations
- Diplomacy, persuasiveness and the conflict management and resolution skills needed for difficult interactions; must have the ability to maintain confidentiality of our applicants, homebuyers and homeowners.
- Capable of applying and coaching basic program planning, assessment and reporting; Solid understanding of and ability to apply principles of effective adult learning
- Proficiency in Word Excel, Outlook, PowerPoint, Publisher, SharePoint and SmartSheet; experience and proficiency in loan origination software and Salesforce database
- Work week is Monday to Friday or other 5-day arrangement as fits needs of organization, with occasional meetings and events on Saturdays and evening

Language Skills: Ability to effectively present information to program applicants, home repair service providers. Ability to read, analyze, and interpret common business documents, financial reports, and legal documents. Ability to communicate and understand the sensitivities of vulnerable populations and senior citizens. Ability to respond to common inquires or complaints from



customers, volunteers, agencies, or the business community. Ability to effectively present information to top management, the public and/or board of directors.

Math Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: Strong computer skills, including knowledge of HomeKeeper database, Calyx software, spreadsheets, word processing, presentations and email. Proficiency with computer usage, especially SmartSheet, Microsoft Word, Excel, Outlook and PowerPoint.

Physical Demands and Work Environment: The physical demands and work environment described below represent the activities and surroundings of the positions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee is required to talk and must be able to read. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision and ability to adjust focus. Extensive keyboarding is required.

The noise level in the work environment is usually moderate consisting of usual business office sounds including but not limited to computers, printers, telephones, and light foot traffic.

The employee needs the mobility (with or without accommodation) to navigate construction building sites safely, with exposure to outdoor weather conditions, fumes or airborne particles, and near moving mechanical parts. The noise level at the constructions sites may be loud, due to machinery, power tools and construction activities.