



EXHIBIT A TO EMPLOYMENT AGREEMENT

**Rebuilding Together Anne Arundel County
Program Manager Job Description**

POSITION SUMMARY

The PROGRAM MANAGER works under the supervision of the Executive Director to execute all Rebuilding Together Anne Arundel County construction programs (Safe and Healthy Housing, Safe and Healthy Neighborhoods, Veterans Housing, and Urgent Critical Repairs). The Program Manager is responsible for all aspects of the 4 current RTAAC Programs, and the oversight of the Project Construction Manager's performance. Overall responsibility for client inspections and communication, case management, volunteer placement, sponsor coordination, partnerships, vendor relationships, skilled trades procurement, obtaining and inventorying building supplies, materials, and equipment.

PRIMARY RESPONSIBILITIES

Client Communication and Service Management

- Responsible for all processing of client applications after phone vetting process is complete
- Work with inspectors to prepare comprehensive technical inspection reports and upload them to database
- Review all applications and determine appropriate program placement (annual rebuilding day, urgent repair program, etc...)
- 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 grant reporting is generated and distributed on a timely basis
- Supervise the workload, scope, and performance of the Construction Project Manager

Volunteer Management

- Manage details of the volunteer experience (i.e. waiver forms, t-shirts, sponsor sign, etc.)
- Generate and send email reminders to sponsors/ house captains 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.
- Mentor new house captains.
- Assist with event planning and execution for Golf Tournament, Annual Retreat, 30th Anniversary Celebration, or other similar events including but not limited to invite target list, venue reservations, hospitality, guest speakers
- Provide ongoing support and appreciation for all volunteers
- Coordinate creation and updating of master contact lists for all volunteer projects
- Track volunteer participation and hours

- Manage the House Captain Training sessions

Paid Contractor and Vendor Management

- Monitor performance, invoicing, and payment of all program-related paid contractors
- Coordinate estimates and consultations installations/repairs as needed
- Manage relationships with client service-related vendors and partners such as Lowes, Home Depot, Maryland Builders Association, and K&B True Value Hardware and network for the development of more builder-related relationships
- Verify trash removal, port-a-pots, hospitality, delivery of supplies and materials for all project sites

Program Management

- Maintain, update and distribute a monthly program calendar listing all projects and project status
- Maintain all year-round and event-based program budgets and budget reporting
- Review and process all invoices and reimbursement requests submitted by House Captains and vendors
- Manage relationship with Veterans Administration (local, state and federal)
- Manage Neighborhood HOA/Leadership relationships
- Manage all inventory, ordering and organization
- Manage in-kind donor information on projects; work with Administrative staff to oversee in-kind donation tracking and acknowledgements
- Manage special requirements of National RT Sponsored Grants (Wills Group, Wells Fargo, Lowe's, etc.) projects including special t-shirts, signage, waivers and photography
- Coordinate dump passes and/or dumpsters needed to complete projects

Supervision and Accountability

- Manage any AACC, UM, or WVU interns or student learning volunteers

Strategy/Planning

- Work with Executive Director to establish, implement and monitor annual project goals
- Provide Executive Director with regular updates of project activities
- Help evaluate project impact and effectiveness

RECOMMENDED SKILLS

- Commitment to serving low-income communities
- 2 years Construction Project Management experience within an organization
- **Familiarity with Rebuilding Together Anne Arundel County home repair model**
- **Interest in aging in place a plus**
- 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
- Excellent problem solver with attention to developing and improving systems to improve Rebuilding Together Anne Arundel County programs

- Computer literacy in MS Office (Word, Excel, Outlook). Experience with MS Access and Salesforce preferred
- Knowledge of Anne Arundel County and local construction professionals and material suppliers helpful
- Must be able to work with a flexible schedule including weekends, including attendance at some organizational evening events