



Program Manager Position Description

Organizational and Position Summary

Rebuilding Together Seattle is a leading community revitalization partner focused on addressing substandard, unsafe, and unhealthy housing conditions. Our national network, of more than 110 Rebuilding Together affiliates across the country, repair nearly 10,000 homes annually with the help of close to 100,000 volunteers. We leverage resources and partnerships to offer home repair and modification services to low-income homeowners and nonprofit facilities at entirely no cost to them. Our coordinated approach between residents, volunteers, municipalities, nonprofits, businesses, foundations, and other partner organizations builds and sustains safe, healthy, and thriving communities. More than housing repair, we improve health outcomes, stabilize housing and homeownership, improve housing and economic equity, and reduce the need for new affordable housing. Our work preserves treasured memories and restores social networks, while celebrating community through the strengthening of our neighborhoods. Together we repair homes, revitalize communities, and rebuild lives.

Rebuilding Together Seattle (RTS) is seeking a thoughtful, dedicated, and exceptionally organized Program Manager to join as an integral member of our small, but mighty team. Reporting to and working closely with the Executive Director, the Program Manager is responsible for overseeing our application and program placement process, managing the Safe at Home Program, executing National Rebuilding Month and Team Build program events, and assuming a wide range of programs-related activities including volunteer management, stakeholder communications, data collection and program evaluation, outreach, and procedural development, amongst other assignments. Our Program Manager will bring their experience, enthusiasm, and motivation, along with a personal growth mindset in fostering our culture of mutual aid and expressing our values, rooted in social justice principles, that we advance together as an organization.

Primary Responsibilities

Applicant and Program Participant Relations (20%)

- Oversees the RTS application process, managing application intake and processing, site previews, review determinations, and program placement
- Train and monitor program staff and AmeriCorps Members in providing high-quality information and service to homeowner inquiries, consistent with RTS guidelines and messaging
- Maintain accurate data collection systems, including Salesforce CRM, Safe and Healthy Housing Priorities Checklist, homeowner surveys, and other sensitive documentation
- Field troubleshooting and conflict management calls as needed, using a listening-to-understand, solutions-focused, and expectation-setting approach
- Provide exceptional support and communication to program participants throughout the application, planning, and rebuilding process, ensuring program participant safety, comfort, and understanding

Corporate and Foundation Relations (20%)

- Serve in a primary planning role in the execution of corporate and foundation funded projects and program events, including work done through the Nation Rebuilding Month/Day, Team Build, and Safe at Home programs
- Manage program event logistics, including scope development, build timeline, budget management, volunteer recruitment, training and oversight, permitting, waste disposal, project manager recruitment (as needed), Rebuilding Day assistance, and other event management duties
- Monitor sponsorship and grant funding guidelines, requirements, and priorities, fulfilling contractual obligations where outlined
- Provide exceptional support, availability, and responsiveness to project partners and funders, demonstrating high standards of professionalism, organization, and ability to exceed expectations
- Assess project outputs and create after-project reports on funding impact as requested

Safe at Home Program Management (25%)

- Recruit and train a robust pool of individual volunteers with specialized construction skill sets and general capabilities to self-manage home repair projects
- Conduct volunteer orientations and ensure program policies are adhered to in order to protect homeowners, volunteers, and Rebuilding Together
- Assign projects and budgets, guiding successful completion of assignments in order to meet program targets and budgetary constraints
- Serve in a leading role to plan and execute bi-monthly “Open Volunteer Day” projects
- Build a volunteer appreciation cycle, recognizing and retaining volunteers while instilling RTS’s organizational values into their conduct
- Support Safe at Home program partnerships, such as fulfilling commitments with the King County EMS Fall Prevention program and City of Seattle Fire Department, and helping to identify and develop new partnership models

Community Outreach and Revitalization (15%)

- Support outreach efforts by utilizing build calendar and program targets to evaluate outreach needs and plan outreach activities in line with strategic objectives and upcoming program activities
- Assist in outreach efforts as needed, including research, presentations, meetings, collateral development, and other activities
- Collaborate with Development team in designing outreach collateral, marketing materials, and implementing a social media strategy centered on storytelling, awareness raising, and information sharing to build volunteer capacity and reach potential program applicants
- Contribute to the strengthening and building of partnerships within RTS’s referral network, and expand community-based connections through partnership and positive program participation experiences

Operations, Infrastructure, and Other Roles (10%)

- As cited in other sections, manage data entry and development of our programs tracking systems (including implementation of our Salesforce platform), and supporting external communications (such as through Constant Contact)
- Compile reporting on outputs and outcomes as requested for such activities as our Annual Affiliate Survey, Board Meetings, grant applications, and other time-sensitive requests for information
- Direct projects and assignments for the Programs Team

- Help ensure smooth operation of the office, including program operations and warehouse management

Essential Qualities and Qualifications

- Understanding of and belief in the organization’s mission, vision, and values
- Mission and values-driven with a strong commitment to and willingness to engage in and promote social justice, racial equity, and inclusion
- Demonstrated experience and comfort in program, project, and volunteer management (Bachelor’s degree or higher and 2-3+ years of post-degree experience with nonprofit program delivery strongly preferred, or combination of education and experience that clearly demonstrates ability to perform functions of the position)
- Excellent interpersonal skills, including professional and clear verbal and written communication
- Appreciation for and enjoyment working with a diverse base of support and stakeholders with varying interests, experiences, and abilities, including homeowners, community leaders, volunteers, donors, sponsor representatives, vendors, and other partners
- Emotionally intelligent, emotionally mature, and self-aware, including the ability to both ask for/receive and offer assistance or leadership when and where needed
- Enthusiastic self-starter operating with sustained energy and showing great initiative
- Good sense of accountability, strong dependability, and impeccable integrity
- Detail-oriented and proactive, planning-oriented approach to managing competing timelines and projects/activities operating in various stages
- A quintessential “team player” with a willingness to support colleagues outside of one’s primary responsibilities
- Open to and appreciative of feedback, while being responsive to direction and coaching
- Positive disposition and, if not funny, at least good humored
- Computer proficiency including Microsoft Office products, particularly Word, Excel, PowerPoint, and Outlook (experience with Salesforce, other databases, and design software such as Adobe CS a plus)
- Highly ethical, particularly in working with confidential/sensitive information or disadvantaged populations, and the ability to pass a background check free of violent or exploitative offenses
- Flexible schedule outside of typical working hours, with the ability and willingness to work some weekends or occasional evenings as necessary (overtime, schedule shifts, compensatory time all available)
- Ability to provide own car, insurance, and valid driver’s license with good driving record, or other means of travel throughout the greater Seattle area (mileage or bus fare reimbursed for external engagements)
- Ability to provide own equipment to work from home in a hybrid work environment, or willingness to work from our office, adhering to all RTS safety protocols and public health guidance (all staff must be fully vaccinated against COVID-19, unless a religious or health exemption has been granted)

Application Process and Other Details

Limitations and Disclaimer: The above job description describes the general nature and level of work to be performed; it is not meant to be an exhaustive list of all responsibilities, duties, and skills required for the position.

Timeline: Position will remain open until filled, though interested candidates should submit as soon as possible; applications will be reviewed and candidates considered on a rolling basis. A mutually agreed upon start date will be determined at the time of hire.

Employment Status: This is a full time, exempt position.

Compensation and Benefits: Salary range is \$50,000 - \$60,000, in accordance with demonstrated skills, relevant past success, and experience. RTS offers 11 paid holidays annually, a generous paid time off package (including a year-end winter break), healthcare supplement, and professional development funds as part of our compensation package. We believe in the intentional development of our shared office culture and support team building, continuing education, career advancement, a work-life balance, and other growth-mindset opportunities. Small, but mighty, you'll love our team, our larger network of volunteers and supporters, and enjoy the challenges and chances to affect change in your local community.

Confidential Application Process: Email your resume and cover letter summarizing your interest in the position, qualifications in relation to this description, and experience to Caleb Marshall at cmarshall@rtseattle.org with "Program Manager Position" in the subject line. Please no phone inquiries; we will contact you should we want to move forward with a phone screening and/or interview. Due to the expected high volume of applicants, we will not be able to respond to or interview all applicants.

Equal Opportunity Employer: Qualified applicants from all cultures, communities, and identities are encouraged to apply.