

Habitat For Humanity Greater Cincinnati

Position: Repair Program Administrator

Type: Hourly, Full-Time

Manages Others: No

Reports To: Director of Homebuyer Services

Position Summary

The Repair Program Administrator will support our Home Repair Program, which helps preserve homeownership and helps more people remain safely in their homes. The Repair Program Administrator will help manage the administrative portion of the program by communicating with potential applicants, distributing and processing applications, ensuring each applicant's documentation is complete and correct, tracking required repair information, and assisting in coordination and completion of each repair.

Position Responsibilities

1. Coordination of Repair Program:
 - a. Maintain program files, electronic and paper, for applicants and repair projects.
 - b. Track completed projects, funding, and master repair list to ensure accurate reporting.
 - c. Assist with outreach to communities, faith partners, government, social service agencies, etc., as time allows, and at the direction of the Director of Homebuyer Services.
2. Support the planning and coordinating of Rock the Block (RTB).
 - a. Assist with homeowner outreach. Liaise between families receiving exterior home repair and RTB team, as needed.
 - b. Attend RTB event, make sure all documentation is complete for each repair.
3. Contribute to maintaining a detailed record of contractors and community partners.
4. Travel some within service area to visit applicants and event locations, as needed.
5. Attend and participate in Habitat kickoff and dedication ceremonies, and community corporate events.

Qualifications

- At least one year of customer service experience
- Ability to successfully manage administrative support for the program
- Experience with veteran and military-connected families preferred
- Familiarity with home repair and construction preferred
- A well-organized and self-motivated
- Deadline driven
- An independent worker who can also respond to direction and coaching.
- Excellent interpersonal skills in a variety of social and professional settings to ensure good working relationships
- Excellent written and oral communication skills. Excellent phone skills and professional demeanor.
- Proficiency with computers and the internet. Microsoft Office 365 / SharePoint, Excel and BuilderTrend experience preferred. Comfortable learning new computer software and programs
- Exceptional attention to detail with excellent follow-through. Ability to maintain a high level of confidentiality
- Occasional weekend and evening availability
- Must have a valid driver's license

We are an equal opportunity employer

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.