



POSITION DESCRIPTION: HOMEOWNER ENGAGEMENT SPECIALIST

General Description:

Under the supervision of the Executive Director and the Homeowner Services Director, the Homeowner Engagement Specialist is responsible for the day to day coordination of the Homeowner Occupied Repair Program.

Knowledge, Skills and Abilities:

A bachelor degree and experience directing or coordinating community based programs are preferred. He or she must also have a passion for the Habitat for Humanity mission and the ability to influence others to share the vision. The ideal candidate will also have the desire and ability to work with many diverse groups of people in a high stress environment. Public speaking, basic construction knowledge, attention to detail and good computer skills are required.

Job Conditions:

Position is full-time (40 hours a week) with evening and weekend work required. Office hours are flexible. It is an exempt position. Conditions and benefits are contained in the board approved Employee Handbook.

Responsibilities:

- Implement annual repair work plan with goals and specific strategies for increasing constituent support
- In coordination with Homeowner Services, A Brush with Kindness and Repair programs, recruit and generate support networks for program participants
- Set up and manage systems to share information across divisions
- Utilize surveys to gauge impact of outreach efforts for purposes of reporting to our stakeholders
- Represent Genesee County HFH in public meetings and speaking engagements
- Participate with committees
- Involved in short and long term planning
- Disseminate information readily to stake holders as appropriate
- Submit accurate reports according to deadlines
- Assist with agency events
- Provide calm, confident and positive leadership to the entire organization
- Create and maintain relationships with Habitat for Humanity International, Habitat for Humanity Michigan and other Habitat affiliates
- Comply with grant requirements accordingly
- Responsible for individuals' introduction to and relationships with neighborhood associations, non-profits and government agencies
- Works in collaboration with the Homeowner Services Director, Construction Supervisor, Executive Director and Neighborhood Outreach Coordinator
- Responsible for successfully accomplishing the Neighborhood Revitalization and Homeowner Occupied Repair goals
- Support the affiliate, your department, supervisor and fellow staff at all times
- Must support and/or adhere to: HFH Core Values, Employee Handbook, Strategic Plan, Affiliate Operations, Job Description and Job Goals

Community Outcomes Evaluation:

- Implement and manage community evaluations using Success Measures Data System including training, planning, data collection, analysis, and reporting on data. Have clear understanding of the Success Measures NR evaluation method
- Lead planning for data collection implementation including; determine roles and responsibilities, timeline for each part of data collection, recruit data collectors and arrange for data collector training
- Supervise/lead data collection effort
- Supervise data entry to ensure quality control
- Conduct data analysis and create reports to communicate with a variety of audiences
- Lead effort to share results with staff and community

Qualifications:

Education: Bachelor's degree preferred, High School Diploma Required

Experience:

Minimum of three years relevant work experience, preferably in a non-profit

Experience in community data collection, entry, and analysis preferred

Valid driver's license with good driving record

Basic construction knowledge

Cross cultural experience

Competencies:

Organization & Prioritization: Ability to meet deadlines, use time efficiently, and prioritize

Teamwork: Ability to work independently and work as an effective team member

Communication: Good communication and presentation skills with the ability to write professional documents and speak to groups of various sizes

Flexibility/Adaptability: Ability to work under pressure to handle frequent change, delays, and/or unexpected events

Interpersonal Skills: Good interpersonal skills with an ability to work with a variety of people and occasionally handle difficult situations and conflicts with finesse

Technical Skills: Proficiency, or ability to gain proficiency, in Success Measures Data System; Proficiency with Microsoft Office Suite and fundraising database software

Physical Requirements:

Speak and hear in order to communicate with others

Work at a desk or computer for extended periods of time

Move around the office, event or construction site

Apply physical dexterity, able to lift and carry up to 30 pounds

Must be able to independently operate a motor vehicle with a good driving record

Work Environment:

Most of the work for this job is conducted indoors at a desk, with periodic exposure to dirt, dust, dampness, construction debris, extreme temperatures, construction noises, fumes and odors from working on or visiting residential construction sites.

Please send resume, cover letter and salary requirement to Margaret Kato mkato@geneseehabitat.org by October 15, 2016