

Community Action, Inc. of Rock & Walworth Counties
Job Description

Job Title:	Weatherization Program Manager	EEO Category:	First/Mid-Level Officials/Managers
Department:	Weatherization	Salary Level:	9
Reports To:	Community Programs Director	Approved Date:	10/31/2010
FLSA Status:	Exempt	Revised/Reviewed Date:	11/28/18

SUMMARY:

Responsible to the Community Programs Director to provide management and coordination of the Weatherization Program and Home Energy Plus Furnace Program. Primary functions of the position include oversight of daily program operations, management of subcontractors, field workers, administrative work flow, budget management and staff supervision. Employee must ensure that the department is meeting all standards for job completions, safety, quality, and cost according to CAI policies, State of Wisconsin Weatherization Program rules and requirements and Home Energy Plus Furnace Program rules and requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Core Values

- **Initiative:** Self-starter requires minimal supervision, requests additional assignments or responsibilities; suggests and implements improved work methods.
- **Relationships:** Projects a positive attitude and relates effectively with others to build strong working relationships built on a foundation of honesty, compassion and respect. Promotes and maintains appropriate professional boundaries.
- **Problem Solving:** Identifies problems, secures relevant information and implements solutions.
- **Planning and Organizing:** Establishes and manages work priorities; efficiently allocates time and utilizes available resources appropriately; effectively handles multiple assignments.
- **Cultural Competency:** Commitment to learning and integrating cultural differences into day to day practices. Ability to react and interact with those of a different background effectively in order to fulfill agency mission.
- **Attention to Safety:** Assists in the creation of a safety culture by working in a safe manner; reports unsafe situations and accidents; follows safety procedures; requests and uses safety equipment and safety techniques; and participates in safety training.
- **Attendance/Punctuality:** Team member is on time and prepared for meeting with participants and stakeholders internal and external to the organization.

Program Operations

- Responsible for overall contract fulfillment.
 - Participate in the development and management of the annual program budget.
 - Work with administration, fiscal and program staff to develop contract proposal and necessary documents and policies.
 - Authorize program expenditures in relation to the approved budget according to funding source guidelines and program/agency policies and procedures.
- Responsible for reporting to State funding sources including:
 - Completing and submitting the annual Contract Planning Workbook and amendments as required.
 - Ensuring timely completion of completed jobs into WisWAP
 - Generating and submitting performance reports as requested by DEHRC Quality Assurance Monitor.
- Oversee materials/services bidding process and ensure compliance with policies.
- Organize and manage internal program operations including monitoring of weatherization job cycle, sub-contractor management, etc.
- Consistently review strategy and objectives for ongoing program development in order to develop systems to improve program operations, coordination, and collaboration among staff.
- Identify, develop and maintain good working relationships with State of Wisconsin Department of Energy, Housing and Community Resources, on behalf of Community Action.
- Ensure data is current and available for use in developing reports as required.
- Perform related work as assigned within the scope of responsibility and skills required for the job.

Service Delivery/Supervision

- Effectively influence employees to work productively and in compliance with programs standards using internal performance management tools.
- Enforce standards of behavior and accountability for self and staff.
- Effectively resolve customer complaints in compliance with agency and weatherization program policies.
- Supervise program staff, volunteers and interns
 - Ensure staff are meeting position responsibilities,
 - Regularly review and document employee performance including achievements, concerns, corrective action plans, progress, etc.
 - Complete annual staff evaluations,
 - Identify staff training/development needs, develop plans to meet needs and provide resources / support.
 - Facilitate regular staff meetings.
- Ensure clients receive services that are appropriate and in compliance with the policies, procedures, goals, and requirements of the program.
- Develop supportive team service delivery environment.
- Facilitate staffing as needed to address work flow and meet standards of performance as developed in collaboration with funders.

Communication

- Prepare and present Wx Program information in for public speaking venues as required / necessary
- Establish collaborative relationships with area landlords, vendors, contractors, and service providers to meet the needs of weatherization candidates / clients
- Meet regularly with staff to provide effective feedback regarding performance and professional development.
- Document discussions with staff.
- Provide monthly program updates and development efforts to Management.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Lead in the hiring process for program staff.
- Assist in preparation and presentation of Weatherization program progress and present at public speaking requests.
- Attend training meetings, conferences, and seminars necessary to gain / maintain the knowledge and skills to perform job duties and responsibilities.

The above statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required

SUPERVISORY RESPONSIBILITIES:

- Supervision of Weatherization program staff.

QUALIFICATIONS: The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Construction Management, Non-Profit Management, or a related field and/or an equivalent in related experience in a human services related management position. Master's Degree preferred.
- At least 3 years' experience working with construction crews, sub-contractors and/or energy conservation.
- Successful completion of auditor certification through the State of Wisconsin weatherization program.
- Proficiency in auditing single family homes, 2 - 24 unit buildings, and mobile homes.
- Successful completion of QC inspection certification and demonstrated ability to do final inspections.
- Demonstrated experience managing state contracts relating to weatherization work.

LANGUAGE SKILLS:

- Requires excellent listening, verbal and written communication skills, with strong attention to detail and accuracy.

- Ability to establish rapport and relate sensitively to multiracial and multicultural people and staff.

MATHEMATICAL SKILLS:

- Knowledge of basic math: add, subtract, multiply, divide, fractions and percentages.
- The ability to understand budget and comprehensive financial reports.

REASONING ABILITY:

- Ability to interpret a variety of instructions in written, oral or diagram form, to solve problems requiring decision-making skills.
- Ability to visualize end results of a single multi-faceted project, develop procedures to attain results within broad guidelines, apply policies and practices to resolve problems independently, and detect exceptional cases for referral.
- Ability to use analysis and judgment in the adaptation and interpretation of established practices and procedures to meet problems and situation to which their application is not clearly defined.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Access to reliable, licensed, insured driver and transportation.
- Ability to use CAI vehicles on agency business.
- Individuals must be physically capable of operating the vehicles safely and have an acceptable driving record.

OTHER SKILLS AND ABILITIES:

- Excellent interpersonal skills with nonjudgmental approach and style
- Demonstrate an understanding and commitment to community action principles and cultural competency.
- Knowledge and understanding of affordable housing and energy services programs.
- Strong negotiation and financial management skills.
- Strong organization, management and supervisory skills.
- Understanding of construction management including bidding, scheduling and managing subcontractors.
- Ability to manage complex and changing contract requirements.
- Proficient in operation of personal computers (Windows-based Word, Excel, Access)
- Ability to develop and maintain databases required; experience with multiple management information systems

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Required to sit; use hands to finger; talk and hear. The employee is occasionally required to stand and walk and reach above shoulders and climb.
- Occasionally required to lift and /or move up to 25 pounds.
- Required to use close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires some irregularity in hours due to responding to the program needs.
- Work creates considerable strain or heavy stress occasionally due to frequent, substantive contacts with people in stressful situations and the concern for the success of the program.
- Noise level in the work environment is usually moderate to loud. The normal work environment is either an interior office or on a construction site.

The job description does not constitute an employment contract between Community Action and the employee and is subject to change by Community Action as the needs of the department and the requirements of the job change.

Signature: _____

Date: _____