



REVITALIZE MILWAUKEE

POSITION DESCRIPTION

DIRECTOR OF PROGRAMS

ORGANIZATIONAL SUMMARY

Revitalize Milwaukee is a 501(c)3 nonprofit organization whose goal is to preserve affordable housing and revitalize vulnerable neighborhoods throughout Milwaukee and Waukesha counties. We are the largest provider of free home repairs to eligible homeowners in Southeast Wisconsin and the only one that provides them for free. While we directly impact individuals and families, we also improve economic stability by keeping long-term, existing homeowners in their homes. This stabilizes neighborhoods and the tax base paid to the city.

Over time, health and safety issues develop from the inability to pay for repairs and other necessary services. Without our free services, many Milwaukee residents would suffer serious injuries or even be forced to move out of their homes that they've lived in for over 30 years.

We employ 15-30 City of Milwaukee licensed and insured minority contractors on a daily basis, providing sustainable wages and helping the local economy.

We operate on an annual budget of 14.2 million dollars. Each dollar received is leveraged approximately 4:1, creating a total reinvestment of \$26 million dollars back into the community. Over 99% of our funding comes from private sources (grants, corporations, and individuals).

Improve lives by providing FREE, professional home restoration, vital safety repairs and life-changing accessibility modifications for low-income homeowners who are senior citizens, veterans and/or persons with disabilities. Our impact is extended beyond the individuals served to revitalize and stabilize vulnerable neighborhoods. Home by home, block by block, entire communities are transformed. Services include accessibility improvements, electrical patch ups, energy efficiency upgrades, general renovations, plumbing repairs, and security updates. Emergency repairs are also available and will be addressed within 24 – 48 hours of the initial call.

Since 2000, RM has completed home modifications for more than 3260 homes with the help of over 24,000 hours of volunteer time and invested over \$26 million into Milwaukee area housing. In 2021 alone we completed over 1730 repairs at 287 homes, impacting 560 individuals.

RM has a proven track record of success and impact. Join our growing team to be part of our success!

More information about us can be found at freehomerepairs.org or freehomerepairs.org/careers

CULTURE AND BENEFITS

WHY REVITALIZE MILWAUKEE?

BENEFITS

- Paid Friday's off every other week giving you 26 three-day weekends a year!
- Opportunity to earn performance-based bonuses
- Competitive salary
- \$300 monthly healthcare stipend - \$3,600 per year
- RM 100% individual premium paid AFLAC Dental, Vision, Health Advocate and AllyHealth
- 5% of salary contributed by organization to 401K with no match required
- Generous PTO package starting at 128 paid hours plus 10 bonus and holiday paid days off (in addition to the bi-weekly Friday's off).
- Cell phone and mileage reimbursement
- Amazing offices in the heart of downtown Milwaukee and paid parking with 24-hour access for you to enjoy dinners, sporting events, and concerts in downtown as well!
- Onsite amenities such as movie popcorn machine, organic fair trade coffee and endless treats.

CULTURE

Our team is passionate about two things: fulfilling the mission and loving our every day. We've learned that in order to do our best work, there must be a holistic balance. So, we incorporate the following developmental and social events and activities right into the workday:

- **MONTHLY LUNCH AND LEARNS** – paid time for the team to connect and grow over a delicious catered lunch.
- **TEAM SOCIALS** – unique opportunities to hangout and share fun experiences outside of the office... think boating and sailing trips, axe throwing, drinks and dinner, game night and more!
- **YOGA** –Free yoga class with a certified instructor
- **PET FRIENDLY** – We adore our furry children - bring you pet to work with you!
- **QUARTERLY TEAM VOLUNTEER DAYS** – we serve our city together!
- **QUARTERLY PLANNING AND DEVELOPMENT DAYS** – revisit and reset your goals
- **PERSONAL DEVELOPMENT OPPORTUNITIES**
- **GROWTH ORIENTED CULTURE**
- **OPPORTUNITIES TO EXPAND YOUR SKILLSET IN A SUPPORTIVE WORK ENVIRONMENT**

AS A HIGHLY COLLABORATIVE AND DRIVEN TEAM, WE LIVE BY THESE VALUES:

- **RESPECT:** At all times, we're respectful. Through our choice of words, tone of voice, body language, and actions, respect is demonstrated by:
 - Prompt response to messages, phone calls, emails, and other inquiries.
 - Effective two-way communication between RM and our partners.
 - Honesty – We tell the truth, do what's right, and honor our commitments even when expensive, inconvenient, or embarrassing.
- **POSITIVE ATTITUDES:** We choose to hold a positive attitude in all that we do to promote flexibility, teamwork, and collaboration in the best interests of each other, our clients, our patrons, and our community. We accept the unconventional working conditions that characterize the nonprofit sector's commitment to helping others. We offer suggestions and solutions when appropriate to improve the circumstances of our clients and our co-workers. Ultimately, we build each other up as a team.
- **ENCOURAGE INITIATIVE:** We promote the growth of the agency. We demonstrate strength and commitment by engaging volunteers, supporting homeowners, and inspiring the community. We respond to the working environment by exceeding the agency's goals and creating a better workplace without being asked to.
- **CONTINUOUS LEARNING, DEVELOPMENT, AND IMPROVEMENT:** We recognize our responsibility to: listen and learn from each other, offer suggestions for improvement, and continuously develop the knowledge and skills to strengthen our ability to achieve RM's mission and services at a high level of accomplishment in support of our community. We build upon our strengths to strive for greater achievements on behalf of our clients and our mission.
- **INTEGRITY AND EXTREME OWNERSHIP:** We are honest in sharing our perspectives; open to understanding different points of view; and always do what we say we'll do. We believe individual and collective leadership drives results; when we fail, we own it, resolve it, and learn the lesson to avoid it in the future.
- **ACCOUNTABILITY AND TIMELINESS:** We commit to uphold these core values to help create a meaningful and enjoyable work culture in which we can all take pride. We meet program goals through consistency and investment of time. We manage time effectively to accomplish outcomes.
- **CUSTOMER FOCUS:** We exist because of our customers' needs. We must understand, anticipate, and act on those needs to meet the expectations and requirements of internal, but primarily external customers, peers, and stakeholders. We will use this insight for improvements in products, services, and to establish best practices.

PRIMARY RESPONSIBILITIES

Work with our dedicated and passionate staff as we accomplish our mission to provide free professional-quality home repairs to low-income homeowners.

We offer a fast-paced, creative environment, and are committed to making a pronounced impact in the community.

Revitalize Milwaukee is seeking a Director of Programs to manage, develop, and expand program operations for Revitalize Milwaukee's community service programs and ensure completion of 500+ projects annually. These programs include Accessibility Modifications, Asthma Safe Homes Program, Block Build MKE, Chore Services, Comprehensive Services, Critical Repairs, Emergency Repairs, Energy Efficiency Services, Lead Abatement, Occupational Therapy Assessment, Partial Pay, and Zilber Neighborhood Services. This person will be detail oriented, a creative problem solver, and consistently updating and implementing processes across all programs to ensure a larger impact for our clients year after year. This position works with a diverse general population including contractors, homeowners, volunteers, and sponsors to provide quality services to our clients' homes and to our partners and donors, working together for the benefit of our clients.

This position will manage the internal program team staff and support their implementation of Revitalize Milwaukee's programs while working closely with the CEO, Director of Construction and Director of Development and Marketing to continuously improve processes and grow the organization.

Additional key responsibilities are to establish new and nurture existing relationships with local governmental agencies, vendors and suppliers, contractors and crews, community partners, and in-kind donors. Grant writing, reporting, and invoicing will be a core responsibility of this role so a strong understanding of data management, standard operating procedures, and budgeting are required.

We are looking for someone who is driven by results, financially ethical, has a strong background in project management and customer service, attention to detail, and wants to work with a team passionate about giving back to our community.

This position reports directly to the CEO.

- **PROGRAM MANAGEMENT** – Assist in the development of all RM programs to ensure our clients receive efficient and quality services. Work with the CEO to create workflows and budgets for new funding and expanded programs. Consistently analyze program production and impact and make the necessary process improvements to fill any gaps or deficiencies in program execution. Assist the Director of Construction in scheduling and managing construction projects to ensure a minimum of 40 completed projects per month. Process project invoices weekly ensuring contractors submit all required documentation, receipts and project photos and work is completed in good quality. Work with various team members, contractors and partners to troubleshoot large and complex projects and client applications. Lead the planning, coordination and execution of RM's Block Build MKE event and corporate service days throughout the year. Complete grant reports related to program production as required.
- **CONTRACTOR, WORKFORCE, AND VENDOR MANAGEMENT** - Identify, recruit and manage skilled trades contractors. Develop and maintain partnerships with local workforce development agencies to

provide opportunities for trainees seeking construction experience and skills. Recruit and train teams of skilled and unskilled volunteers. Develop and deliver training program materials for volunteers to ensure safety, high quality services and client satisfaction. Develop vendor and supplier relationships; solicit in-kind donations to meet identified in-kind needs and program budget requirements. Serve as the point of contact for information regarding in-kind donations, respond to related inquiries, coordinate receipt, drop off, or pickup of donations as appropriate.

- **BUDGET MANAGEMENT** – Work with the CEO to complete weekly AP processing. This includes retrieving all outstanding invoices, allocating costs to the correct department and expense code, and track expenses on Salesforce, program budgets, and cost reports. Track project costs to ensure the organization remains within budget for each funded program. Reduce program expenses by developing relationships with local stores and manufacturers to secure donated or discounted product. Solicit volunteer labor for various projects to reduce labor costs. Track and manage product coming in and going out of our warehouse on a monthly basis. Complete monthly, quarterly and yearly cost reports to ensure timely expense reimbursement by funders.
- **EMPLOYEE DEVELOPMENT** – Develop a project culture and mindset that is focused on quality, continuous improvement and passion for the non-profit industry. Work with the CEO to identify gaps in staffing and assist in the hiring and onboarding of new program team members. Conduct 1:1 meetings with program team members to provide support and guidance in the achievement of their KPI's. Conduct monthly Program Team Meetings to track production across all RM programs, keep up on grant report schedules and implement new program processes – supporting the team as needed. Work closely with the CEO to ensure a good office culture that represents all of RM's core values and rewards team members for their successes while exceeding all organizational goals.

ADDITIONAL RESPONSIBILITIES

- Assist the Director of Construction in all areas of project management as needed, including: Home visits, project scheduling, contractor management and quality compliance.
- Assist with outreach with the ultimate goal of consistently engaging in the community to increase awareness and trust of all our programs.
- Promote Revitalize Milwaukee to the community and social service providers.
- Network with neighborhood groups on ongoing basis to ensure promotion of resources to homeowners, particularly seniors.
- Attend networking events with the CEO and Development team as needed.
- Assist the Director of Development and Marketing in the coordination and planning of all annual events including our Block Build MKE, Golf Outing and Gala.
- Ability to attend and participant in scheduled events and projects on various week nights and weekends throughout the year, including fundraising events, donor appreciation events, volunteer projects and our annual events listed above.
- Additional duties as assigned by the CEO.

EXPERIENCE AND SPECIAL SKILLS DESIRED

- 2 or more years of project management or related experience where you engaged in an organizations day-to-day execution of grant programs.
- Excellent organizational and communication (oral, written, presentation) skills.
- Knowledge and experience in customer service with a strong attention to detail.
- Forward-thinker with an adaptive, problem solving orientation.
- Ability to fluently speak and write in Spanish considered a plus.
- Conceptual skills and ability to develop work plans and project schedules.
- Genuinely driven to help our clientele and the community.
- General computer skills required (MS Office, DropBox, Google Workspace, Monday.com)
- Valid driver's license and ability to visit job sites if needed.
- Ability to prioritize tasks and manage time.
- Ability to clearly communicate and complete goals.
- Ability to work effectively with individuals from diverse backgrounds.
- Demonstrate personal accountability and integrity in all actions.

SALARY AND APPLICATION INFORMATION

Salary commensurate with experience.

\$47,000 - \$55,000 a year.

Please send cover letter, resume with salary requirements to stacie@rtmilwaukee.org