

Milwaukee Habitat for Humanity

Critical Home Repair Manager

Job Description

Title	Critical Home Repair Manager
Department(s)	Construction
Reports to	Construction and Operations Director

Position Overview:

The Critical Home Repair (CHR) Manager directs and manages all aspects related to the CHR program including (but not limited to) people, functions, and teams responsible for completing production and program requirements involving all owner-occupied home repairs. The role of the CHR Manager is to execute operations to include staff assignments, maintain relationships with partner agencies, develop work scopes with partner families and keep construction schedule according to budget and seasonal timelines. The CHR Manager partners with the Volunteer Services Department, NRI manager and Family Services Department to employ the Habitat model for engaging volunteers, current and future homeowners in the home repair process.

Job Task and Responsibilities:

- Work with Family Services Department, NRI manager and partner agencies to find qualified applicants for CHR services.
- Work with the Volunteer Department to coordinate the tasks to be completed with the appropriate number of volunteers and leaders.
- Work with Construction and Volunteer departments to ensure proper construction volunteers and recruited, trained, and utilized.
- Complete material take-offs, ordering of materials, and scheduling of subcontractors.
- Document processes and periodically review with Construction and Operations Director to ensure efficiency and completion.
- Arrange daily pickup and delivery of tools and materials.
- Develop and implement work schedule, and manage contractors for CHR projects.
- Create and manage CHR Project Schedule to meet expectations for quality, efficiency and timely completion, balancing interior and exterior work for appropriate seasons.
- Develop relationships with partner agencies to create good working relationships in target areas.
- Work with partner families to develop a manageable work scope that subcontractors, volunteers and staff are able to complete.
- Work with volunteers, AmeriCorps, donors, and homeowners to ensure they are properly trained and engaged in the construction experience in a safe manner.
- Work with construction team on daily/weekly/monthly scheduling of labor, tools, and materials.
- Properly plan for, mentor, and support AmeriCorps and volunteers on a daily basis.
- Prepare a detailed budget for each house that may translate into the home loan.
- Ensure all projects/contractors are in compliance with any/all funding requirements.
- Solicit bids and write contract scopes for all subcontracted work.
- Monitor and approve subcontracted work to ensure it is completed in a timely and accurate manner.
- Create, monitor and update project budget including comparing actual costs to budget.
- Report monthly to Construction and Operations Director with cost reports, schedule updates and future projects.

- Provide construction labor and/or site leadership as needed to ensure project schedule is met in a safe and quality manner. Includes general labor, material handling, and completing carpentry related tasks.
- Pull all necessary permits and schedule building inspections.
- Document processes and periodically review with Construction and Operations Director to ensure efficiency and completion.
- Lead special projects, delegating as needed.
- Support New Construction, Rehab, and Recycle projects as needed.
- Maintain clean and safe work environment.
- Manage all punch-list issues and repairs in a timely manner.
- Act as a construction liaison during construction process for homeowner and support homeowner experience as it relates to construction.
- Manage issues of jobsite safety and security, for people and equipment.
- Assist with maintaining, organization, and safety of the warehouse on a daily basis.
- Maintain consistent and clear communication with all MHFH staff regarding construction activities as required.
- Attend MHFH staff meetings, Construction Department and neighborhood House Dedications.
- Perform other duties as required by business need and requested by the Construction and Operations Director.
- Support and engage in the mission of Milwaukee Habitat for Humanity.

Knowledge, Skills, Abilities and Personal Characteristics:

- Minimum of 2 years construction management experience, with strong background in remodeling/rehabilitation.
- Universal Dwelling Code and Green Building Knowledge.
- OSHA-10 Construction Safety and Health certification a plus.
- Lead Safe Renovator Initial-8 certification a plus.
- Experience working with volunteers a plus.
- Experience scheduling contractors.
- Ability to manage clean and concise work in homes that are occupied.
- Physical ability to complete work on build sites.
- Team player with excellent personnel management skills and capacity to build a strong team.
- Strong communication skills to work across departments and with various levels of management.
- Proven ability to manage a high-production construction schedule with multiple deadlines, in-house and outside resources and interdepartmental coordination.
- Experience in negotiating and managing subcontracts.
- Demonstrated planning and organizational skills, including the ability to anticipate tasks, set priorities, meet deadlines, and function smoothly under strict deadlines and shifting priorities.
- Ability to think strategically and to envision and balance "big-picture" priorities.
- Computer literacy with demonstrated experience in Microsoft Office (Word, Excel) and Internet.
- Able to respond to emergency situations calmly and effectively.
- Commitment to affordable housing and Habitat's mission.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Employee Name: _____

Date: _____