



## Job Description CWC Coordinator



The CWC is a coalition of partnering agencies, individuals and businesses that are concerned with decreasing energy and water consumption in our community. This is accomplished by concentrating on volunteer efforts to alleviate utility burdens for low-income families. The CWC's volunteer efforts are run as a part of Rebuilding Together North Central Florida's energy efficiency program. So far, these include, but are not limited to: free volunteer energy audits, homeowner educational seminars, and physical weatherization/repair upgrades.

*\*\* The CWC Coordinator has an opportunity to help shape the future growth of the CWC programs and Coordinator position. The CWC Coordinator must have the ability to help with program growth and development.*

### **Specific Duties:**

Dedicate **40 hours/week**

Maintain overall responsibility for coordinating the Community Weatherization Coalition (CWC) Program.

#### Volunteer Coordination

- Maintain overall responsibility for managing and/or coordinating volunteers and placement on projects. This includes:
  - **Recruitment** and communication with volunteer auditors and other volunteers
  - **Training** of volunteer auditors
    - Coordination of date, time, place, trainers, schedule, refreshments with committee members of the CWC, etc.
  - **Scheduling** of volunteers on projects/seminars/audits/
  - **Data tracking** of volunteers- names/ addresses/ hours, etc. (all must be entered into data base in a timely manner)
  - Producing literature for volunteers to stay informed of processes, procedure, etc.
  - Coordination of sending and collecting evaluations/ satisfaction surveys from volunteers and tracking results
  - Coordination/Generation of email reminders to volunteers before projects
  - Coordination of volunteer **appreciation** efforts. (i.e. write "thank you" notes to groups/ volunteers/ homeowners/ trainers, etc.)
  - Help facilitate the CWC Volunteer Operations Committee

#### Project Management

- Maintain overall responsibility for managing audit and weatherization services for residents. Responsible for coordination of:
  - Creation and updating of master schedule of volunteers and projects (audits and additional services/subcontracts)
  - Keeping track of pending and completed projects (audits) and do all data entry for projects
  - Completing initial home inspections, home selection and scope write up
  - Subcontracting and executing subcontracting procedures
  - Project assignments with participating CWC agencies- CWC Case Management Committee

#### Educational Seminars

- Maintain overall responsibility for managing and/or coordinating educational seminars for clients and the community.
  - Advertise seminars
  - Coordination of date, time, place, trainers, schedule, refreshments, etc...

### Client Relations

- Maintain overall responsibility for managing and/or coordinating client relations.
  - Advertisement of audit/weatherization/educational programs amongst homeowners and assist with application process.
  - Communication with homeowners throughout the process
  - Production of literature for the purpose of informing volunteers and homeowners concerning processes, procedure, etc.
  - Collection of evaluations/ satisfaction surveys from homeowners and tracking results

### Community Relations:

- Carry out the vision for the CWC as planned by the Executive Committee
- Coordinate with community partners for:
  - Grant/contract completion
  - Data Collection
  - In-kind donations and other partnerships
  - Expertise
- Keep track of membership of the CWC
  - Communicate regularly with membership about the events associated with the CWC
- Marketing of the CWC:
  - Participate in “volunteer fairs” or other recruiting events.
  - Coordinate display and sign-ups.
  - Participate in activities around town that

### Volunteer Management:

- Oversee full-time AmeriCorps member (August 2011-July 2012)
- Oversee interns as needed

### Other Operations:

- Assist in fundraising efforts for the Coalition
- Anything else that contributes to the success of the CWC and Rebuilding Together North Central Florida.

### **Required skills:**

- Computer literacy
- Organizational ability
- People management experience

### **Desired skills:**

- Some construction/weatherization knowledge

Directly responsible to: Executive Director of Rebuilding Together NCF

Compensation: \$24,000- \$27,000

## Core Values and Expectations

- The only way you can succeed in this position is if you love your job.
- The purpose of this nonprofit is to help homeowners in need. We want to reach as many homes as possible this year, and expand so that we can complete even more homes next year.
- Quality of work is extremely important. Every repair will be planned, performed and completed as if the work is being done on your house or my house. Quality is the standard for each aspect of our work, including:
  - Home repair/weatherization programs
  - Facilitation of volunteers
  - Relationships/participation with community partners
  - Donor relations
- We love and value homeowners, donors and volunteers. Customer service is centrally important to everything we do.
  - Treat homeowners as if you were working on a family member's home.
  - There will be days that are frustrating and tiring. There may be a need to vent, but we never gossip or talk bad about volunteers, donors or homeowners.
  - We respect the commitment that volunteers, donors and homeowners have made to this program and we hold them in highest regard when representing them to the community.
- We love and value each other as staff.
  - This is a tough job. It is of utmost importance that we support each other in our effort to preserve affordable homeownership.
  - Treat each other like family in the office. We never gossip about co-workers; moreover, we uplift and defend each other when talking to others.
- We help each other and work as a team. The ultimate aim is to see our mission succeed.
  - Everyone has a specific job description which is the primary focus of your time and efforts throughout the day. The success of the team is contingent upon you completing the tasks assigned to your position. Someone else's job may not get done if you don't do yours.
  - Part of everyone's position description is to do anything that helps RTNCF succeed. From time-to-time, things come up that are not in anyone's position description, or one person has an unusually heavy workload that can be shared by others on the team. Our goal is to see homes repaired, and hopes restored, even if it takes you beyond the scope of your position, forces you to step outside of your comfort zone or requires that you help someone else do their job. "Not my job" doesn't fly in this organization.
- We value openness and tolerance of differences inside and outside of the office.
- It is important to enjoy our successes and friendships with laughter, humor and light-hearted banter. These expressions should never come at the expense of others, however, or get in the way of accomplishing the mission.
- Creativity, flexibility and autonomy are encouraged as long as the tasks /goals in each position description are being accomplished.
- Integrity and honesty are vital to the success of this organization and relationships in the office. We can't compromise integrity and honesty for the sake of expediency.

## What We Expect From You

1. Come to work happy. Be encouraging and optimistic. We spend more waking time with our co-workers than with our families and want to have fun while making a difference in the lives of others.
2. Be a team player.
3. Work to make your co-workers look great.
4. Remember we are the premier provider- we are experts in volunteer home repair services.
  - a. Professionalism is key and should always be considered the default way of approaching any situation.
  - b. Our office is striving for excellence in all we do.
5. We support each other as individuals, not just as employees or coworkers, but as friends. It is not appropriate, however, to bring drama from home into the office.
6. Deal with issues/challenges/problems proactively.
7. Treat our volunteers and donors like gold. We wouldn't have a company without them.
8. Maintain professional distance with homeowners and volunteers.
9. Dress professionally even when it is casual.
10. Use appropriate language for business.
11. Remember you represent Rebuilding Together even when away from work.
12. Answer the phone with a smile on your face and the Rebuilding Together way... "Rebuilding Together. This is \_\_\_\_\_..." or "Rebuilding Together. This is \_\_\_\_\_, how can I help you?"
13. When you're tired, take a day off...don't get burned out!
14. If you stop loving your job, come talk with management and be proactive in helping to find a solution. If it can't be resolved, please go find a job that you love. Also, please help create a smooth transition by giving adequate notice (at least two weeks, preferably a month).
15. Systems are important; things work well when we engage the tried and true procedures that are in place. Strive to contribute within the set systems established in the office. Only after you have diligently and conscientiously worked within the systems set up by those who came before you can you understand the process well enough to offer changes.
16. Be open and willing to learn during your 90 day probationary period.
  - a. As stated in number 15 above, it is imperative that you learn the current systems thoroughly, so that you will have the discernment you need to offer suggestions for their improvement.
  - b. If you see something that you would like to change, please keep notes that you can share after the probationary period is complete.
17. After the probationary period, come to us with ideas of making processes and practices even better. Never change things on your own.
  - a. Place items on the "Fix-It board" if it needs consideration from the whole team.
  - b. Speak with management during one-on-one meetings if the suggestion is not appropriate for consideration by the entire staff.
18. If you have an issue with a co-worker, resolve things among yourselves if at all possible. If it cannot be resolved, bring the conflict to your supervisor. We have zero tolerance for gossip.
19. We hired you because we believe you are smart, capable and have good judgment. Once your training period is over, we expect you to work independently and with little supervision. We are not micro-managers.