



[www.sandiegohabitat.org](http://www.sandiegohabitat.org)

## Job Opportunity

### Housing & Community Services Manager

Full-time Hiring Range: \$65,000-\$70,000/annual depending on experience

*Generous benefits, supportive work environment, great colleagues, meaningful work*

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This is a great opportunity for the individual who wants to use their strong project planning and implementation experience, and an aptitude for basic home repair to improve the health and safety of owner-occupied homes. This position combines planning, the ability to quickly build rapport and trust with homeowners, hands on work, and leading volunteer groups.

The ideal candidate will demonstrate a service mentality with strong interpersonal communication abilities, solid critical thinking and high-level organizational skills to deliver project on time, while able to problem-solve on their feet, and provide positive coaching and leadership to create homeowner confidence and inspire volunteers.

**BENEFITS:** Company vehicle, paid time off, 12 holidays, medical, dental and vision, retirement match, life insurance, long-term disability, Flex Savings Accounts, and employee assistance program, leadership committed to an inclusive and supportive work culture

**MISSION | What We Do:** San Diego Habitat for Humanity brings people together to build homes, communities, and hope. Habitat was founded on the conviction that every man, woman and child should have a stable, and affordable home.

Habitat builds houses for affordable homeownership on donated or reduced-cost land throughout San Diego County. We also work with current homeowners to preserve and repair their houses. Habitat builds homes with mostly volunteer labor and fundraising efforts that include corporate partnerships, foundation and government grants, and in-kind materials.

**POSITION SUMMARY:** The Manager of Housing & Community Services will work closely with the department team to strategize, plan and implement home preservation projects in partnership with sponsored groups on owner-occupied homes.

This will include facilitating home assessments to determine exterior and interior repairs necessary to improve health, safety and accessibility concerns that may include paint, landscape and fencing, roof, windows, electrical panels. More technical work is subcontracted that may include weatherization (roof and window) and minor repair services.

The Manager is responsible for all aspects of the projects from inception through completion; working effectively with homeowners and team members to ensure successful project planning, budget, schedule and follow-through; and for providing volunteers with a meaningful experience while assuring quality control and job site safety.

## **ESSENTIAL DUTIES INCLUDE BUT ARE NOT LIMITED TO:**

### **Project Management**

- Collaborate with department to identify project opportunities based on goals, capacity and available resources
- Collaborate with fundraising and volunteer managers to provide sponsored groups and individual volunteer opportunities to work on home preservation and repair sites
- Ensure that all work meets stated outcomes and goals, and is in-compliance with department and program processes, procedures, funding requirements and stakeholder expectations
- Collaborate with fundraising and grants team to ensure projects satisfy grant requirements, including but not limited to: repair items meet grant definitions, spending and labor hours are tracked and documented, repairs are completed along specified timelines, all documentation is created, and photos are provided by grant deadlines
- Develop trusting relationship with homeowners and sensitively navigate the actual scope of work that Habitat and our volunteers are able to perform (based on our budget, schedule, technical difficulty, and the ability of the work to be completed by volunteers), which may align with the homeowner's repair preferences or priorities. The Manager will also have to work creatively to propose repair projects that are cost effective and volunteer-friendly that the homeowner may not have originally seen as a main priority
- Demonstrate good team work and consistent communication of project status with department team, and participate in weekly meetings to coordinate the workflow
- Maintain relevant project data and documentation including before and after project site, homeowner and volunteer photos, hours/days of work, number of volunteers, cost, site paperwork, assessments, scope of work, work completed, and completed homeowner paperwork; compelling homeowner outcomes, and volunteer experiences; provide to fundraising, grants, volunteer services, and communications for reports and promotion
- Participate with other Habitat affiliates to share ideas and enhance evaluation, community and program development efforts

### **Home Preservation Projects**

- Assess exterior of owner-occupied homes to determine project feasibility
- Collaborate with Housing & Community Services Superintendent to ensure each scope of work is a good fit to actively engage volunteers (10-12 people for 6+ hour build days)
- Determine the scope of work, budget, timeline and materials needed to implement and successfully complete each project
- Implement project planning and scheduling on-time and budget with successful project completion
- Maintain the quality of the volunteer experience by providing orientation, training and leadership to ensure that all work is completed to standards.
- Monitor home preservation sites for safety compliance and ensure safety protocols and procedures are followed
- Drive to and from sites with the San Diego Habitat vehicle to drop off and pick up supplies as needed. Setup sites at the beginning of the project and break down sites at the end of the day
- Ensure that the job site is always kept in a safe, clean and organized manner; maintain inventory and control of tools and materials

## Home Repair Projects

- For projects with a scope of work that includes repairs, solicit bids/quotes for identified work, schedule subcontractors and ensure quality and timely completion of work
- Ensure that subcontractor is fully executing and complying with his contracted scope of work
- Identify conflicts in home repair process and communicate them to department Director for resolution
- Conduct quality control reviews of the work being performed
- Ensure that the job site is always kept in a safe, clean and organized manner; maintain inventory and control of tools and materials

## QUALIFICATIONS:

- Ability to successfully perform the essential duties of the position
- 2 years project management and program planning experience
- Entry level construction experience; knowledge of basic construction tools, materials and process
- Basic carpentry skills, comfortable using hand and power tools, and exterior painting
- Basic sustainable landscaping knowledge helpful
- Ability to positively coach, lead and inspire co-workers, volunteers and homeowners
- Proficient in Microsoft Outlook, Excel and project management software

## REQUIRED SKILLS/KNOWLEDGE/ABILITIES:

- Strong verbal and written communication skills including the ability to express ideas clearly and effectively
- Inherent ability to appropriately communicate with all kinds of individuals and remain consistent in keeping a professional demeanor at all times
- Customer service or social work experience working with seniors, persons with disabilities, and/or veterans is preferred
- Organization Skills-the ability to set priorities, assign tasks, and function within deadlines and shifting priorities, and identify and resolve problems
- Communication-Consistently provides timely information to all kinds of kinds of individuals and remain consistent in keeping a professional demeanor at all times
- Supervisory Skills-Ability to manage trade professionals who perform a variety of trades
- Team Motivation-Ability to engage, train and motivate groups of volunteers by providing a rewarding and satisfying work site experience
- Commitment to nonprofit service with an interest in affordable housing
- Open and welcoming of people of any faith, individuals from diverse populations and socio-economic backgrounds, with different experiences, cultures and beliefs
- Ability to demonstrate a high level of ethics, integrity, diplomacy and initiative

## EDUCATION:

- High School Diploma or completion certificate. Community engagement, basic carpentry and landscape preferred; 1-3 years of experience in hands on project management

## LANGUAGE SKILLS:

- Ability to read, write, and speak English fluently
- *Ability to speak and understand Spanish a plus*

### PHYSICAL REQUIREMENTS:

- Ability to continuously stand or walk
- Ability to bend, reach, climb stairs and ladders, and lift frequently
- Ability to effectively and safely use hand and power tools
- Ability to lift up to 50 pounds
- Ability to occasionally stand for sustained periods of time
- Ability to verbally communicate clearly in-person and on the telephone
- Ability to type using a computer keyboard and visual acuity to view a computer monitor

### WORK ENVIRONMENT:

- 70% or more OUTSIDE: on construction, owner-occupied homes, event sites; conditions that occasionally include inclement heat. Noise level will be loud at times
- 30% INDOORS: This job operates in an open professional office environment that is fast paced with multi-level distractions
- Average 40-hour work week; occasional work outside normal business hours, including early mornings, evenings, or weekends, is expected

### SPECIAL CONDITIONS:

- Must be able to pass background check (*In accordance with state and county law: convictions do not necessarily rule out employment, it depends on the nature and severity of the conviction and is evaluated on a case by case basis, check is conducted on last 7 years only.*)
- Valid California Driver's License and good driving record
- Ability to drive throughout the San Diego region
- Ability to drive pickup and stake bed trucks
- Ability to be insured under company insurance
- Agree to understand and abide by COVID-19 Safety Policy and Vaccine Policy
- Occasional work outside business hours; early mornings, evenings, or weekends

**To apply, email the following to [jobs@sandiegohabitat.org](mailto:jobs@sandiegohabitat.org):**

**Subject Line: "Housing & Community Services MANAGER"**

- **Cover Letter and Resume**
- **Salary Requirements**

**Join a team that works hard, cares about each other and enjoys  
the positive impact our work makes in San Diego!**

Benefits include paid time off, holidays, retirement match, medical, dental, vision & life insurance, Flex Savings Accounts, employee assistance program.

***San Diego Habitat for Humanity is an equal opportunity employer. San Diego Habitat strives to reflect the diverse community it serves. Applicants who contribute to this diversity are strongly encouraged to apply. Reasonable accommodation is available for qualified individuals with disabilities, upon request.***