



Job Description

Job Title	Program Administrator – Detroit Home Repair Fund		
Reports to:	Director of Programs	Department:	Operations
Employee Type:	Full-Time	Classification:	Exempt
Supervisory Responsibilities:	No	Number of Employees:	

Position Summary:	The Program Administrator – Detroit Home Repair Fund (DHRF) is responsible for the implementation of all operational aspects of the program, including validating resident eligibility, coordination with EEA intake, conducting home assessments, developing cost estimates, arranging for repairs, and assuring repairs are completed.
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Essential Functions

- Performs resident intake to assure eligibility for DHRF and assists residents with applications and securing documents as needed.
- Refers potentially eligible residents to EEA Program Administrator to determine EEA eligibility.
- Conducts resident and home assessments using standardized DHRF tools, enters assessments data using DHRF approved software/platform.
- Coordinates work plan and cost estimates with EEA Program Administrator.
- Arranges for DHRF home repairs with appropriate contractors, coordinates with EEA repairs as needed.
- Obtains estimates from a minimum of 2 contractors for work expected to exceed program guidelines.
- Submits all cost estimates exceeding program guidelines to Enterprise for review.
- Utilizes Efforts to Outcomes software to track all program activities.
- Submits all repair invoices for payment in a timely manner.
- Attends program meetings and trainings as required.
- Assures a minimum of 2 homes are repaired each quarter.

Knowledge

- Knowledge and understanding of home assessment principles and practices.
- Knowledge of home repair principles.
- Knowledge and understanding of customer service principles.

Skills and Abilities

- Adherence to high ethical standards.
- Excellent interpersonal skills demonstrating tact, courtesy, and empathy.
- Ability to effectively communicate orally and in writing.

- Computer literacy including database and Microsoft Office Platform.
- Ability to work effectively with people of diverse socioeconomic, racial, cultural, educational, and professional backgrounds.
- Ability to conduct home assessments in less-than-optimal conditions.
- Ability to coordinate the activities of multiple contractors to assure repairs are done in a proper order and in adherence to industry standards.

Experience

- Minimum one year of experience with home assessments and/or repairs.

Education – Required

- High School Diploma or GED. Associate degree or Trade/Technical certificate preferred.

Physical Requirements*

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, equipment, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust and focus.

***THAW will make reasonable accommodations necessary to comply with the ADA regulations**

Travel Requirements

Travel for this position may be 50%. Must have reliable transportation, valid drivers' license, and insurance.

Work Environment

This position operates in both a professional office environment and in residents of homeowners throughout the City of Detroit. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines. This role may also use specialized equipment for home assessments.

COVID-19 Considerations -- THAW has instituted mandatory vaccine requirements for all staff and COVID-19 Protocols to ensure staff and visitor safety. Currently, staff members work a hybrid schedule (Rotating 2-3days in the office and 2-3 days remotely).

The Heat and Warmth Fund (THAW) is an equal opportunity employer. THAW does not discriminate on the basis of race/color/religion/sex/national origin/veteran/disability/age/sexual orientation/gender identity or any other characteristic protected by law.