Program Coordinator

Position Title: Program Coordinator

About Rebuilding Together Metro Chicago
Rebuilding Together Metro Chicago is committed to repairing homes and revitalizing communities. Through volunteerism and community partnership, Rebuilding Together Metro Chicago improves the homes and neighborhoods of people in need so that they may continue to live in warmth, safety, and comfort.

Position Summary
The Program Coordinator oversees all aspects of the client experience of receiving services from Rebuilding Together Metro Chicago. The program coordinator is a full-time position and will serve clients in Chicago and suburban Cook County for the organization’s various repair programs.

Primary Responsibilities
- Manage a robust client outreach campaign that will increase awareness of our services among target populations, including identifying and meeting with community organizations to increase client applications and ensure accurate referral information.
- Serve as main point of contact for clients before, during, and after services are completed on their homes.
- Receive, review, and process applications from potential clients; coordinate and administer in-home interviews and site visits to determine clients’ needs for recommendation of appropriate program services.
- Ensure accuracy and completion of all necessary documents, client paperwork and agreements.
- Manage all client files and Salesforce database, and accurately track client information to support internal communication and planning.
- Conduct client evaluation surveys and interviews (both in-person and via phone) and collate pre- and post-project surveys for program evaluation reporting.
- Coordinate and participate in program events, repair projects, and other program activities.
- Attend and support fundraising activities as requested.
- Incorporate and coordinate educational training and resources to clients.
- Respond to general program inquiries as needed.
- Other duties will be assigned as needed to support organizational and program needs.
Qualifications

- Bachelor’s Degree
- Mission-driven with a strong understanding of non-profit, voluntary, and social services sectors
- Superb written, verbal and interpersonal skills
- Strong analytical, organizational and problem-solving skills
- Ability to successfully multi-task and manage various projects and deadlines as required
- Strong MS Office
- Creative, self-starter attitude, with ability to work both independently and part of a team

Preferred

- Bilingual (English/Spanish)
- Extensive computer skills, including intermediate or higher-level proficiency with MS Office, project-based programs, and experience with electronic donor tracking databases, preferably Salesforce
- General knowledge of housing needs
- Two years work experience in the nonprofit sector or an aligned field

Working Conditions and Environment/Physical Requirements

- Covid-19 vaccination is required for employment
- Physical stamina and agility are required
- Must be able to lift and/or move objects up to 25 pounds
- Must have a reliable vehicle and a valid driver’s license
- Travel between the main office and other locations will be required; off-site locations may not be fully accessible
- Attend and participate in mandatory trainings, staff meetings, and all other events as scheduled
- Some weekends and evening work may be required

Compensation and Benefits
Salary is commensurate with experience. Comprehensive benefits package includes: medical and dental insurance, vacation, sick leave, and participation in 403b plan.

Application Process
Email your resume and a cover letter summarizing your interest, qualifications, and experience to info@rebuildingtogether-chi.com with Program Coordinator Position in the subject line. Please no phone inquiries; we will contact you should we want to move forward with a phone screening and/or interview.