



Position Description
Construction Manager
NeighborWorks® Community Partners Buffalo

Position Title:	Construction Manager
Department:	Residential Rehabilitation & Energy Services
Position Status:	Full Time – 37.5 hours per week/Non-exempt
Reports To:	Director Residential Rehabilitation and Energy Services
Works Closely With:	CEO, CFO, Leadership Team, Customers
Duty Station:	Buffalo, NY
Organization:	NeighborWorks® Community Partners Buffalo
Direct Reports:	None
Salary Range:	\$40,000-45,000 annually plus benefits

NeighborWorks® Community Partners Buffalo is on a mission to build and strengthen communities. We are a nonprofit organization that works with thousands of individuals and families across Western NY each year to help them create homes, build personal wealth through homeownership, and grow a vibrant community around them. In short, we help people purchase their first home, offer pre- and post- purchase education, and work with them to improve the value and comfort of their homes through rehab lending and technical services (construction management, energy improvements and lead hazard evaluation). If the thought of working in a team environment in support of our mission to promote stable, long-term homeownership for residents within the City of Buffalo, we are interested in hearing from you!

JOB SUMMARY:

The Construction Manager is the front-line staff member responsible for ensuring a smooth customer experience. This includes development of scope of work for project, bidding of project with contractors, contract and project oversight, managing site visits and contractor payouts, resolving customer and contractor conflicts and warranty issues, and ensuring the completion of all required contract documents and reports. *Due to the nature of this position, the individual must be knowledgeable in the fields of residential construction, residential inspections and lead paint inspections.*

ESSENTIAL FUNCTIONS:

Program Implementation

- Maintain expertise with residential construction, residential inspections and lead paint inspections. This includes keeping current on trends or changes in the field of residential construction in the Greater Buffalo region.

- Perform residential inspections, produce inspection reports and project-cost analysis.
- Provide construction management services to customers.
 - This includes development of scope of work for project, bidding of project with contractors, contract and project oversight, managing site visits and contractor payouts, resolving customer/contractor conflicts and warranty issues, and ensure completion of all required contract documents and reports.
- Perform lead paint risk-assessments and clearance testing in compliance with HUD and EPA requirements.
 - This requires the ability to obtain EPA certification & licensure for these services, and the ability to develop the appropriate reports correlating to lead paint inspections.
- Assure compliance with regulatory statutes.
- Implement service delivery strategies for technical services initiatives.
- Maintain knowledge of Buffalo neighborhood groups and resources; refer customers as appropriate

Program Administration

- Implement continuous program evaluation and assessment.
 - Assist with departmental reporting and program assessment, as required
- Database input for Home Developer Pro spec writing software program.
- Maintain all files and records as necessary.
 - Assure that internal documents and tracking are completed for each customer
- Accountability to production goals.
- Assist with contractor outreach and recruitment efforts.

ADDITIONAL RESPONSIBILITIES

- Cross-sell NeighborWorks Community Partners programs to our clients
- Represent NeighborWorks® Community Partners Buffalo in a manner that will foster the best possible relationships with potential customers, community partners, and other external stakeholders
- Accomplishes all other duties and tasks as appropriately assigned or requested.
- Exercises sound judgment, maintains confidentiality, and follows policy and procedure.
- Attend regular departmental and staff meetings
- Maintain strong working relationships with all NeighborWorks Community Partners regional staff
- Other tasks that may be required to assist the Director Residential Rehabilitation and Energy Services and any other tasks that may be required to fulfill the objectives of the agency
- Other tasks that may be required to assist the Director of Residential Rehabilitation and Energy Services in order to fulfill the objectives of the agency.

EXPERIENCE & QUALIFICATIONS

- Knowledge of basic principles of Residential Construction and Inspections, Building Codes, and ability to gain EPA licensure/certification as a Lead Paint Risk Assessor, if not already certified
- A minimum of five years education and/or experience in residential construction
- Must possess customer service attitude
- Strong computer skills; familiarity with Microsoft Office Suite and windows operating system
- Strong organizational and communication skills
- Ability to handle multiple projects at any given time and meet deadlines
- Ability to work a flexible schedule with some nights and weekends required
- Transportation and A valid driver's license required

KEY SKILLS AND ATTRIBUTES

- **Customer Service** – Works with the NeighborWorks® Community Partners Buffalo team to provide first class customer support to internal and external stakeholders. Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate's character and temperament.
- **Collaborative** - Is outgoing, personable and passionate about working with people to further the organization's mission to promote stable, long-term homeownership for residents within the City of Buffalo and Erie County.
- **Industry Knowledge** – Must be knowledgeable in the fields of energy services, construction and lead paint/housing hazards with a commitment to staying current with trends, issues and initiatives relative to all aspects of these areas.
- **Strong Communication** - Is outgoing, personable and passionate about working with people who need help making their home safe and comfortable.
- **Relationship Builder** - Is able to build relationships with potential clients and is comfortable promoting the entire suite of Homeownership services to grow interest and generate leads.
- **Professionalism** - Represents NeighborWorks® Community Partners Buffalo in a manner that will foster and cultivate positive relations with customers, fellow team members and community partners. Is detail-oriented with good follow-up.

This position offers the opportunity for considerable professional and career growth. NeighborWorks® Community Partners Buffalo is a growing, dynamic organization that is a leader in the community development field. NeighborWorks® Community Partners Buffalo believes in developing its employees and supports opportunities for position-appropriate training and education.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Due to the nature of this position the individual must be knowledgeable in the fields of construction and lead hazards. The successful candidate must have a commitment to staying current with trends, issues and initiatives relative to all aspects of these areas. Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate's character and temperament. Candidates must be strong communicators, personable and able to relate to people from all walks of life. This is a demanding position that requires the ability to handle multiple tasks and also the ability to work effectively with many different individuals and personalities. The candidate must be willing and able to participate as a team player and must be able to work successfully with a diverse range of individuals including customers, volunteers, and agency partners. One must be self-motivated, flexible, persistent, organized and very attentive to detail. **We are an Equal Opportunity Employer.** *Resumes will be accepted until the position is filled.*

If you wish to apply, please submit a Cover letter and resume to:

aeastlack@nwcommunitypartners.org

No phone calls please.