



## Position Description

Position Title:	Residential Contractor Manager
Department:	Residential Rehabilitation & Energy Services
Position Status:	Full Time – 37.5 hours per week/Non-exempt
Reports To:	Director of Residential Rehabilitation and Energy Services
Works Closely With:	CEO, CFO, Leadership Team, Customers
Duty Station:	Serving Niagara Falls, NY
Organization:	NeighborWorks® Community Partners Niagara Falls
Direct Reports:	None
Salary Range:	Compensation based on experience, plus benefits

### ABOUT US

NeighborWorks® Community Partners 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. If the thought of working in a team environment to deliver superior quality customer service appeals to you, we are interested in hearing from you!

### Position Responsibilities: (include but are not limited to):

#### 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 that may impact NeighborWorks® Community Partners Niagara Falls/Buffalo services
- Ability to 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, develop specifications and put projects out to bid 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
- Assure compliance with regulatory statutes
- Implement service delivery strategies for technical services initiatives

- Market NeighborWorks® Community Partners programs to the community
- Implement continuous program evaluation and assessment
- Database input for Home Developer Pro spec writing software program
- Maintain all files and records as necessary
- Accountability to production goals
- Assist with contractor outreach and recruitment efforts

### **General Organizational Tasks**

- Support organizational mission to promote stable, long-term homeownership for residents within the City of Niagara Falls, at the same time strengthening neighborhood housing markets
- Assure that internal documents and tracking are completed for each customer
- Maintain strong working relationships with all NeighborWorks® Community Partners.
- Represent NeighborWorks® Community Partners in a manner that will foster and cultivate positive relations with volunteers, partners, media, donors and sponsors. This will include representation at events, as appropriate
- Knowledge of Niagara Falls neighborhood groups and resources; refer customers as appropriate
- Assist with departmental reporting and program assessment
- Other tasks that may be required to assist the Director of Residential Rehabilitation and Energy Services and any other tasks that may be required to fulfill the objectives of the agency
- Participation in NeighborWorks® Community Partners staff meetings

### **Experience and Qualifications**

- Knowledge of basic principles of Residential Construction and Inspections, Building Codes
- 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 necessary and valid drivers license required

### **Characteristics and Temperament**

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.

This position offers the opportunity for considerable professional and career growth. NeighborWorks® Community Partners is a growing, dynamic organization with many opportunities ahead. NeighborWorks® Community Partners believes in developing its employees and supports opportunities for position appropriate training and education.

**Compensation:** Salary commensurate with experience; Health, Dental and other fringe benefits.

NeighborWorks® Community Partners is 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](mailto:aeastlack@nwcommunitypartners.org)**

*No phone calls please.*