



Home Repair Program Coordinator

Job Description

Updated: April 22, 2024

ABOUT COVER

Founded in 1998, COVER's mission is to build community and foster hope through fellowship and cooperation in the Upper Valley of VT and NH. We bring staff, volunteers and homeowners together to complete critical carpentry repairs, weatherizations and accessibility modifications at no cost so that income-qualifying households can stay in their homes safely and affordably. In addition, the COVER Store and Cover to COVER Books in White River Junction sell gently used household goods, books, and building materials at affordable prices. 100% of store proceeds help fund COVER's home repair program.

ABOUT THIS POSITION

The Program Coordinator will work directly with the Deputy Director to schedule and coordinate projects and be the communication link between homeowners, partner agencies and the COVER team. This position is the central hub of the COVER Home Repair Program and includes staffing the Home Repair office during scheduled hours. This is a full-time position which reports to the Deputy Director.

ESSENTIAL FUNCTIONS

- Serve as the primary contact for prospective and current homeowners in need of COVER's services
- Qualify Home Repair applicants and schedule projects and site visits
- Provide referrals to other organizations for homeowners who do not qualify for COVER's services
- Staff the Home Repair office at scheduled hours and be a welcoming presence to meet with prospective and current homeowners
- Attend site visits to meet and connect with homeowners
- Enter and manage homeowner data on Little Green Light (cloud-based database), the company server, and paper files if relevant
- Coordinate the processing of reimbursement requests to funding partners, such as the Vermont Center for Independent Living (VCIL) and Granite State Independent Living (GSIL)
- Participate in weekly staff meetings and biweekly all-staff meetings, managers' meetings

SECONDARY FUNCTIONS

- Support COVER's communications and marketing efforts, which may include writing content for social media or monthly e-news.
- Build and sustain relationships with supporting and partnering organizations, including outreach as necessary to share information about COVER's home repair and weatherization services

NECESSARY SKILLS

- Strong passion for COVER's mission
- Excellent interpersonal and communication (written and verbal) skills
- Experience with marketing and outreach or customer service
- Familiarity with the Upper Valley service area geography and knowledge of social service organizations
- Proven ability to work collaboratively on a team
- Ability to work with socially and economically diverse community members
- Self-motivated with the ability to work independently and as part of a team
- Proven organizational skills including the ability to manage and prioritize multiple tasks with an attention to detail
- Fluency in Microsoft Word and Excel and database experience
- Driver's License

PHYSICAL DEMANDS

This position requires extended periods of sitting, phone use, and computer use. This position requires frequent sitting, standing, and walking; and the ability to occasionally lift office products and supplies, up to 20 pounds.