



Home Repair & Energy Retrofit Program Manager

Established in 1995 and based in Philadelphia, Capital Access integrates policy, project, compliance, construction, and financial management to improve the quality and affordability of housing and economic opportunity. Please see www.capitalaccessinc.com for details. The ideal candidate embraces our core values:

- Proactive
- Discerning
- Integrity-Driven
- Collaborative
- Innovative
- Kind
- Accountable

You may be a great fit for the role of Program Manager if ...

- You embrace the challenge to leverage the skills of program management and quality control with the sense of enterprise for an entrepreneurial firm.
- Your abundance mindset makes you a nimble problem-solver who takes joy in operationalizing solutions.
- You are organized with excellent writing and verbal communication skills.
- You excel at cultivating a team to build skills, expertise, and confidence.
- You are passionate about helping communities heal and thrive.

Responsibilities

Under the supervision of the Chief Operating Officer, the Program Manager (PM) oversees government-funded home improvement and energy retrofit programs, ensuring production goals, quality standards, and stakeholder satisfaction are met. This role requires a dynamic individual who can cultivate the confidence and cooperation of funders, homeowners, contractors, staff, and partners.

The ideal candidate will have a proven track record of managing complex programs and achieving performance benchmarks. Success in this position requires a strategic mindset, excellent communication skills, and the ability to inspire teams to deliver results that align with Capital Access standards of excellence. Key Responsibilities include:

1. Program Management:

- Plan, coordinate, and execute multiple projects simultaneously.
- Develop project plans and timelines, manage resources, and track key performance indicators to ensure milestones are met.
- Develop and manage budgets, ensuring compliance with funding requirements.
- Oversee documentation and provide accurate, timely reports to funders and stakeholders.

Helping communities heal and thrive.

- Assist in the evaluation of program effectiveness and identify areas for improvement.

2. Leadership and Team Management:

- Lead, mentor, and develop a diverse team, fostering a culture of excellence, accountability, and continuous improvement.
- Balance hands-on management with empowering staff to lead independently.
- Manage client relationships and support internal teams in achieving program success.

3. Community Outreach and Stakeholder Engagement:

- Implement outreach strategies to promote the program to eligible homeowners.
- Serve as the primary point of contact for funders, ensuring compliance with grant requirements and maintaining strong working relationships.
- Build trust with homeowners by providing transparent communication and ensuring timely project completion.

4. Production and Quality Assurance:

- Develop and implement strategies to meet production targets without compromising quality or safety.
- Conduct regular inspections and reviews to ensure work meets program standards and homeowner expectations.
- Coordinate training and professional development for contractors and staff to stay current on industry's best practices and energy efficiency standards.

5. Regulatory Compliance and Risk Management:

- Stay updated on relevant policies and regulatory changes and ensure all projects comply with federal, state, and local regulations.
- Prepare required documentation and reports to funding agencies.
- Mitigate risks related to funding, project execution, and stakeholder satisfaction.

6. Client and Team Management and Program Success Leadership

- Serve as point person for generation of Client Executive Dashboard production, expenditure, and compliance reports.
- Maintain Policy Tracker to stay up to date with policy decisions and how they will get operationalized.
- Cultivate relationships with clients, government agencies, contractors, community organizations, and other stakeholders.

Qualifications:

- Bachelor's degree and/or related training that shows intentional skills development.
- A minimum of 5 years of experience in housing, construction, energy retrofit, and/or related field program and project management.

Skills and Abilities:

- Capability to build confidence and trust with program participants, clients and team.

- Proficiency with Microsoft Office Suite and project management software with interest and ability to learn and adapt to new technologies and software as needed.
- Proficiency in using data management tools and systems.
- Strong organizational and project management skills.
- A sense of curiosity, experimentation, and persistence to leverage systems to reduce waste, automate and facilitate flow and high performance.
- Ability to manage multiple tasks simultaneously and meet deadlines.

Additional Requirements:

- Must live no more than 60-miles from Philadelphia / Delaware Valley.
- Valid driver's license and ability to travel to various project sites as needed.
- Ability to work occasional evenings and weekends for community events.

Employment Terms

- This is a hybrid remote position.
- This is an Exempt, At-Will professional full-time employee position.
- Competitive salary and eligible for performance bonuses.
- Medical, Vision, Dental insurance, Health Savings Account, 401(k) Retirement Plan

Capital Access welcomes candidates with the above qualifications, skills, and experience to apply. Bilingual candidates are encouraged to submit qualifications. Please email resume, two references, and letter of interest to recruitment@capitalaccessinc.com.

All duties and responsibilities listed are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. The omission of specific duties does not exclude them from the position if the work is similar, related, or logical assignment to the position. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, age, disability, protected veteran status, or any other characteristic protected by law.

Hiring is contingent upon satisfactory results of employment and background verification. This job description does not constitute an employment agreement between employer and employee and is subject to change by the employer as the needs of the business and requirements of the job change. Capital Access reserves the option to request more information as needed.

Capital Access is an Equal Opportunity Employer. Candidates will be considered regardless of race, color, religion, sex, national origin, age, sexual orientation, protected genetic information, status as a parent, lawful political affiliation, marital status, physical/mental disability (beyond what is required for successful job performance), membership or non-membership in an employee organization, or any other non-merit factor.

Thank you for your interest in Capital Access!