



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Home Repair Coordinator** acts as the primary field representative and technician to clients and contractors for Home Repair Services, including but not limited to Central Heating Improvement Program (CHIP), Above Ground Storage Tank (AST) and Home Repair Programs.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Program Services

1. Performs CHIP, AST and Home Repair Assessments.
2. Sets up eligible CHIP, AST and Home Repair Projects.
3. Coordinates with contractors to perform services on CHIP, AST and Home Repair Projects.
4. Performs intermediate site visits for CHIP, AST and Home Repair Projects.
5. Performs Inspections of CHIP, AST and Home Repair Projects.
6. Maintains courteous and clear communication with clients.
7. Documents and resolves, or assists in resolving, client concerns.
8. Makes appropriate referrals as needed.
9. Educates and monitors contractors with respect to program compliance and requirements.

### Departmental

1. Works with Housing Supervisor to assess new program guidelines and requirements.
2. Assists in developing and implementing program procedures for new and existing programs.
3. Represents Agency at various meetings as assigned by Housing Services Supervisor or Program Director.

### Professional Development:

1. Keeps current with Federal, State and Local regulations governing all aspects relevant to this position.
2. Participates in required trainings, meetings and professional development activities.

### Leadership & Teamwork

1. Collaborates with all partner agencies to assure effective communication processes across agencies.
2. Adheres to the policies in the use of computer technology and all tele-communication devices.

### Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

### Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

## GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.

**Position Title:**  
Home Repair Coordinator

**Department:**  
Housing

**Reports To:**  
Housing Services  
Supervisor

**Supervises:**  
N/A

**FLSA Status:**  
Non-Exempt

**Salary Range:**  
RH1/L3

**Last Revised/Approved:**  
February 2022

- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## PHYSICAL REQUIREMENTS

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; sit and talk or hear, including on the telephone; and occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, and climb ladders, in order to inspect all areas of building systems, such as attics, cellars, and crawl spaces. The employee must occasionally lift and move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

## WORK ENVIRONMENT

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in both an office setting and a variety of home settings. Occasionally encounters unsanitary conditions in client homes. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

## QUALIFICATIONS NEEDED FOR POSITION

### General Requirements:

- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to meet WCAP background clearance requirements.

### Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least three years of experience in housing or a related field.
- Knowledge of building codes preferred.
- Experience in residential construction management, including basic knowledge of project cost control and record keeping preferred.
- Building trade experience preferred.
- Good communication skills.
- Good problem resolution skills.

- Strong time management and organizational skills.
- Self-motivated and able to work with minimum supervision.
- Ability to comprehend and interpret rules, regulations, and procedures.
- Must be flexible and able to work with multiple staff members.
- Skilled in the use of Microsoft Word, Excel and Outlook, and other specialized software specific to the position.

**Education Requirements:**

The following education requirements are considered essential:

- High School Diploma or equivalent, Associates or bachelor's preferred.

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

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*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date