



POSITION DESCRIPTION

<i>Title:</i> Chief Program Officer	<i>Employment Status:</i> Full Time, At-Will
<i>Department:</i> Construction, Repairs, Deconstruction, Homeowner Services	<i>FLSA Status:</i> Exempt
<i>Reports to:</i> CEO	<i>Supervises:</i> Construction Superintendent, Home Repair Program Manager, Homeowner Services Manager, Site Selection/Land Development Committee, and Deconstruction Volunteers

GENERAL DESCRIPTION:

The Chief Program Officer (CPO) is responsible for implementation, oversight, and execution of: Pikes Peak Habitat’s Construction, Repairs, Deconstruction, and Homeownership program operations including program financial management that is financially responsible and supports sustainable program growth.

Working strategically with the CEO and Leadership Team, which is comprised of Director of Strategic Partnerships, Director of Finance, Director of ReStores, and the HR Risk Management Manager, the CPO will develop organizational policies and goals, strategic and annual plans, as well as financial models, budgets, and controls to support annual and strategic goals. The CPO will directly supervise the Construction Superintendent, Homeowner Services Manager, and Home Repair Program Manager.

This position requires a person who is passionate about Habitat’s mission, an emotionally intelligent leader, and a skilled people manager who can coordinate the diverse aspects of the organization’s programs, create a financially sustainable model for long term operations, and build the organization’s capacity that leads to increasing the number of El Paso County families served.

CORE RESPONSIBILITIES:

Organizational Leadership

- Provide effective and inspiring leadership across functional areas by being actively involved in Construction, Repair, Deconstruction, and Homeowner services programs while developing all individuals’ and teams’ broad and deep knowledge of all mission areas.
- Enhance the organization’s team and community-focused culture by reinforcing core values and fostering a positive, collaborative, and collegial work environment.
- Maintain a working knowledge of best practices and significant developments, trends, and regulatory compliance in related industries.
- Management of multiple construction, repair, and deconstruction sites.
- Identify professional development opportunities, including attending Habitat Colorado’s Camp Colorado, HFHI’s national conference, HBA courses or other licensing related to the position.
- Manage, develop, evaluate, and mentor staff, providing leadership and guidance in goal setting, problem solving, resource management, and measurable outcome achievement that serves the mission.

- Develop and implement multi-year strategic plan targeting annual growth to meet organization's long-term financial projections. Develop and implement measures to regularly monitor progress toward goals and objectives.
- Increase organization's capacity through reducing construction cost cash outlays and safely streamlining construction processes, in addition to creating new fee-for-service repair program opportunities.
- Oversee all residential construction, including acquisition and possible resale preparation of recycled PPHFH homes and acquired rehabilitated homes, as well as repair program projects.
- Ensure stable, safe, and efficient operations with staff, volunteers, program participants and donors in mind.
- Create and reinforce strong customer service orientation for construction and repair sites and volunteers.
- Oversee the development of necessary policies and procedures for construction safety material acquisition, distribution, etc.
- Participate as an informed, active, and collaborative member of the organization's Leadership Team.
- Ensure the CEO is regularly informed on the status of Construction, Repair, and Homeowner Services programs' activities and goals with particular attention paid to problem areas, project status, and extraordinary events.
- Encourage the utilization of volunteer support throughout the organization.

Financial Management

- Responsible for the financial management and success of the Construction, Repair and Homeowner Services operations.
- Identify and initiate opportunities to reduce expenses, create increased operational efficiencies, and leverage assets/resources to increase Habitat's capacity to serve families as well as maintain and grow the brand's community reputation.
- In cooperation with the Director of Finance and Director of Strategic Partnerships, develop and manage Construction, Repair, and Homeowner Services budgets and financial projections. Provide accurate and timely reporting on the financial performance of the programs to the Leadership Team.
- Identify and evaluate potential parcels of land and homes for procurement, working with the Director of Finance regarding financial structures for acquisition and rehabilitation.

Resource Development & Marketing

- In cooperation with the Director of Strategic Partnerships, build and maintain relationships with corporate vendors, contractors, and other organizations that provide building material products and inventory for construction and ReStore(s) to sustain growth.
- In cooperation with the Director of ReStores, develop community outreach campaigns to secure donations from contractors and promote recycling opportunities through store(s).
- Effectively communicate and actively support the vision and goals with staff and community.
- Raise the profile of PPHFH's programs in the community overall.
- Interact with media representatives as appropriate and as directed by the CEO or Director of Strategic Partnerships.
- Liaise with HBA and similar organizations.

Reporting and Communications

- Working with the Finance, Homeowner Selection, Building and Site Selection/Land Development Committees, create and implement new or modify existing operational policies and procedures that strengthen internal financial controls, staff, volunteer, donor, and customer satisfaction.

- Provide monthly and quarterly reports to include but not limited to: expenses, outreach activities, housing production and repair, key operating indicators, and other benchmarks to the CEO, Director of Finance, and HFHI as requested.

Human Resource Management

- Model high quality management practices of integrity, respect, collaboration, and dignity that reinforce a professional, team-oriented and collegial work environment for staff and volunteers.
- Foster a collaborative and supportive relationship with timely communication between the Construction and Repair sites, Homeowner Services, ReStore(s), Strategic Partnerships, and the entire organization.
- Hiring of new staff in collaboration with HR and Risk Manager.
- Provide mentoring and professional growth opportunities for Construction, Repair, and Homeowner Services staff.
- Establish benchmarks and metrics to evaluate staff and organizational performance against goals and oversee development of evaluation tools for program assessment.
- Encourage the utilization of volunteer support throughout the Construction, Repair and Homeowner Services programs.
- Ensure that the program managers have the required skills to independently manage each of their responsibilities, including regulatory compliance, financially and operationally, and to develop appropriate succession planning.

KNOWLEDGE, SKILLS, ABILITIES:

- Commitment to Habitat for Humanity's mission and values, to include safeguarding policies and procedures.
- Strong background in business operations, finance, human resources, and willingness to learn particulars of nonprofit finance.
- Experience with construction and building industry, and human resource management required.
- El Paso County Contractor License C preferred. Must obtain within one year from hire.
- Self-motivated, able to work independently, and willing to handle concurrent tasks.
- Excellent interpersonal skills demonstrating dignity, integrity, and timeliness with diverse types of people.
- Receptive to suggestions, direction, and correction.
- Ability to provide direction in a positive and affirming manner.
- Ability to work with, supervise, and motivate employees and volunteers with a wide range of skills and abilities.
- Strong written and oral communication skills.
- Computer literate and familiar with small network needs.
- Able to adapt to a dynamic environment with unexpected changes to priorities.
- Experience working with and directing volunteers from introduction to completion of tasks preferred.

EDUCATION AND EXPERIENCE:

- Bachelor's degree and 10+ years management experience required.
- Knowledgeable in residential construction, real estate, land development, and environmental areas.
- Computer literate, knowledge of QuickBooks, Excel, Word helpful.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Ability to traverse construction sites that include climbing multi-story scaffolding and stairs; uneven ground that may be icy, muddy, and rocky as well as maneuver around construction debris, equipment, and supplies.
- Lift up to 50 pounds.

- Ability to work at a computer for extended periods of time.
- Often required to climb stairs to access various offices and to attend meetings.
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- Occasional weekend and evening hours required.

WORK ENVIRONMENT AND CONDITIONS:

- General office work & calling on corporate donors, contractors, and vendors in the field. Occasional time spent on residential construction site supervising immediate staff reports and volunteers.

EQUAL EMPLOYMENT OPPORTUNITY:

Our commitment to Equity, Diversity, and Inclusion in the Workplace: Pikes Peak Habitat for Humanity is an equal opportunity employer. Candidates from diverse backgrounds are encouraged to apply and are considered for employment on merit alone without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group protected by federal, state or local law.

COMPENSATION AND BENEFITS:

- The hiring range for this position is projected to be \$63,600 to \$85,000, depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
 - Medical/Life/Dental/Vision Insurance/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays.

APPLICATION TIMELINE & INSTRUCTIONS:

- Position will remain open until filled.
- Apply on our website at www.pikespeakhabitat.org/employment.
- Upload C.V./Resume.
- Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description.
- **NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES.**

ABOUT PIKES PEAK HABITAT FOR HUMANITY:

Habitat for Humanity, founded in 1976, is a global, Christian-based nonprofit organization that grew out of an intentionally multi-racial community in rural Georgia. Locally, Pikes Peak Habitat for Humanity was established in 1986. Seeking to put God's love into action, Pikes Peak Habitat brings together people of all faiths and people of no faith to build homes, communities, and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability, and self-reliance they need to build better lives for themselves. Pikes Peak Habitat seeks individuals who have a willingness to affirm these principles and values.

At Pikes Peak Habitat for Humanity, we embrace a history rooted in creating equity and take our mission seriously by courageously committing to a culture and workplace where all staff feel safe, welcome, visible, respected, supported, and valued. As an equal opportunity employer, we realize that our success depends upon building an inclusive workforce of diverse perspectives and encourage people of varied races (which is inclusive of traits historically associated with race, including, but not limited to, protective hairstyles and hair texture), ethnicities, national origins, tribes, religions, ages, gender identities and

expressions, genders, sexual orientations, marital statuses, disabilities, veteran/reserve national guard statuses, socio-economic statuses, thinking and communication styles to work with us.

We also require that all staff take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities (especially children), and all those with whom we work. In line with the prevention of sexual exploitation and abuse, all staff must pass a thorough background screening and will be held accountable for upholding our policies around ethical behavior, including safeguarding and whistleblowing.