

## **Program Manager (Regular, Exempt)**

### **The WindowDressers, Inc**

Join us in keeping the planet cool and our neighbors warm! WindowDressers is a 501c3 nonprofit organization dedicated to warming homes, helping the environment, and building community. We train, supply, and support teams of local volunteers to run “Community Builds” that assemble insulating window inserts for local homes. With a small staff and over 1,500 volunteers, we annually serve 1,000-1,500 households in Maine, New Hampshire, and Vermont with 8,000 - 10,000 inserts that improve home energy efficiency.

**The Program Manager is a regular, exempt, 0.75FTE (3/4 time) position with the possibility of moving to a full time position.** The time required varies by season, roughly  $\frac{3}{4}$  time June - August, full-time Sept - Dec, and  $\frac{1}{2}$  time Jan - May. A constant 0.75 salary level is maintained throughout the year regardless of the seasonal fluctuation in workload. **This is a remote position with some travel required and occasional nights and weekends.** The Program Manager is required to have a suitable remote-work location with privacy available for sensitive phone and video meetings, as well as their own computer, webcam, printer/ scanner, reliable high-speed internet, and cell phone with service. A WindowDressers-specific phone number will ring to the Program Manager’s personal cell phone within a downloaded app.

This Program Manager position will support volunteer teams in Maine and Eastern New Hampshire. The ideal candidate will have strong organizational, time management and communication skills and the ability to multitask while paying close attention to detail. Ultimately the program manager will be motivated by a desire to nurture the success of our volunteers and the WindowDressers program as a whole as we work towards achieving our mission.

#### **Job Responsibilities:**

- **PROJECT MANAGEMENT:** The Program Manager shall coordinate the overall program for their assigned region; consulting and collaborating with the volunteer team leaders, other Program Managers, the Production Manager, the Program Assistant, and the Executive Director as appropriate. This involves planning the overall effort, evaluating and securing needed resources, establishing benchmark goals along the way, continuously evaluating the effective implementation of plans and achievement of goals, and troubleshooting challenges as they arise.

The Program Manager will also enter data, manage the database, and prepare reports throughout the season. They will lead or assist with other tasks related to the WindowDressers program as assigned by the Executive Director.

- **VOLUNTEER TRAINING AND SUPPORT:** Our volunteer teams are the core of WindowDressers' grassroots approach. Each team of 4-12 volunteers leads an independent Community Build. The Program Manager is responsible for training, supervising, supporting, and coaching up to 35 of these teams through written training materials, email communications, phone support, in-person and video-conference trainings, coordinated scheduling, preparation of volunteer sign-up application, facilitation of mentor relationships between new teams and experienced volunteers, and coordinating the flow of equipment and supplies between teams and to and from the production facility. Some onsite training and support will be required.
- **CUSTOMER SUPPORT:** WindowDressers staff and volunteers take pride in providing excellent customer service that is clear, concise, compassionate, and timely. The Program Manager will answer customer service emails and answer customer service phone calls and return messages; address customer concerns, explain our program, and assist customers with placing orders; process customer orders through our custom software; and assist customers with completing payments.
- **PRODUCTION FACILITY SUPPORT:** The Program Manager will serve as the fulcrum between the Production Facility (Shop) staff and the Community Build volunteers. They will coordinate with the Production Manager and other staff to develop a realistic schedule for Community Builds that accommodates the needs of all parties. They will prepare customer orders into "Cut Files" by the deadline established under the production schedule. They will ensure clear and timely communication between staff and volunteers to facilitate on-time cuts and pick-ups of materials.
- **COMMUNICATIONS:** Each Program Manager will play a role in collaborating, leading, and/or assisting with public communications such as tabling at events, providing content for our e-newsletter and social media platforms, fundraising appeals, written training manuals and forms for volunteers, mailings, updating the website using WordPress, as well as other communications tasks as assigned.
- **PREFERRED SKILLS AND QUALIFICATIONS:**
  - Familiarity with Google Workspace.

- Database management.
- Public speaking.
- Strong written and verbal communication skills.
- Familiarity with Salesforce CRM software is a plus.