



Senior Manager

Whole Home Performance Programs

Established in 1995 and based in Philadelphia, Capital Access provides consulting and program management services in housing and community development. The ideal candidate embraces our values:

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

You may be a great fit for Senior Manager of Whole Home Performance Programs if ...

- You embrace the values of our entrepreneurial mission to “Do Good and Do Well.”
- You have experience as a project and construction manager who has achieved success with housing programs funded by public and private sources.
- You take joy in leveraging systems to streamline complex production processes.
- You are organized with excellent writing and verbal communication skills.
- You excel at cultivating a team to build skills, expertise, and confidence.

Responsibilities

The Senior Manager reports to the Chief Operating Officer and oversees public- and privately-funded home repair and energy retrofit programs. This role requires a leader who can cultivate the confidence and trust among funders, homeowners, contractors, staff, and partners. Key Responsibilities include:

Program Management and Team Leadership:

- Plan, launch and manage home repair and energy retrofit programs to meet production goals and quality standards.
- Cultivate and lead a diverse team that performs in alignment with Capital Access standards of Excellence, Accountability and Continuous Improvement.
- Inspire confidence and commitment among internal and external stakeholders through clear vision and effective communication.
- Optimize our Capital Access Project Grants and Expenditure Management System (CAPGEMS) as a vital tool to simplify and streamline production.
- Develop project timelines, manage resources, and ensure milestones are met.
- Monitor performance using metrics and address opportunities for improvement.
- Administer budgets and ensure compliance with funding requirements.

Stakeholder Engagement:

- Serve as the primary point of contact for funders, ensuring compliance with grant requirements and maintaining strong working relationships.

Helping communities heal and thrive.

- Build confidence and trust with homeowners, general contractors and partners, setting clear expectations for quality and performance.

Production and Quality Assurance:

- Lead team to meet production targets that align with quality or safety standards.
- Conduct regular inspections and reviews to ensure work meets program standards and homeowner expectations.
- Ensure all projects adhere to applicable local, state, and federal regulations.
- Mitigate risks related to funding, project execution, and stakeholder satisfaction.

Client and Team Management and Program Success Leadership

- Serve as point person for generation of Client Executive Dashboard production, expenditure, and compliance reports.
- Generate agenda, supporting documentation and follow-up notes for Executive Management Team Meetings
- Support the Production Team in building and maintaining relationships with Clients, government agencies, contractors, community organizations, and other stakeholders.
- Coordinate training and professional development for contractors and staff to stay current on industry's best practices and energy efficiency standards.

Production Models, Budgets, Data Management and Performance Reporting:

- Generate production models to optimize deployment of staff, partners, and funding to achieve production and profitability goals.
- Prepare and manage program and project budgets and tracking tools.
- Collaborate with the Finance Team to generate production and expenditure reports to track and enhance performance, impact, and compliance with funder rules.
- Maintain records of project details, including timelines, costs, and outcomes.

Performance and Quality Control

- Track key performance indicators to reduce waste and achieve deep production flow.
- Assist in the evaluation of program effectiveness and identify areas for improvement.

Regulatory Compliance:

- Ensure all projects comply with federal, state, and local regulations.
- Assist in the preparation of required documentation and reports to funding agencies.
- Stay updated on relevant policies and regulatory changes.

Community Outreach:

- Support outreach strategies to promote the program to eligible homeowners.
- Participate in community information sessions to raise awareness about the program.

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.
- 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.
- 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 longer than 75-minutes 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.

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 requirement of the change of the job. 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!