

Bridging The Gap

Position Description

Job title	<i>Water and Energy Efficiency Program Manager</i>
Reports to	<i>Program Director</i>
Status	<i>Fulltime, exempt</i>

Job purpose

At Bridging The Gap (“BTG”), we are committed to fostering an equitable, sustainable future for all. The Water & Energy Efficiency Program Manager plays a crucial role in our mission by leading efforts to reduce water and energy usage in low- and moderate-income households. This includes installing water conservation and energy efficient devices and systems, and in some cases replacing appliances or doing more extensive renovation. The Water and Energy Program has multiple components including community outreach, utility assistance, energy education, customer service and contractor management.

Join BTG and share your passion at a forward-thinking organization--a place where you can truly shine, and at the same time help create a fairer, greener tomorrow.

Primary Duties and Responsibilities

The Program Manager is responsible for planning and directing all day-to-day operations and program development for BTG’s Water and Energy programming, ensuring it effectively reduces residential water and energy usage through conservation measures, home renovation, and education of residents. The Program Manager and team assist moderate- and low-income residents in fulfilling at least minimal standards of water and energy needs and provide emergency energy assistance when necessary. She/he/they optimize program resources to serve as many residents as possible, as well as possible.

Program Management responsibilities

- Supervise, train and evaluate the performance of BTG’s program specialists and coordinators who conduct outreach, schedule and perform home installations. Establish performance requirements; regularly monitor performance and provide coaching; ensure a positive, productive, inclusive and professional work environment. Become an expert resource, offering training and technical assistance to staff and resolving program-related issues.
- Maintain relationships and/or grow a network of external auditors and contractors who help assess a home’s energy needs, estimate costs and renovate the home. Ensure the completion and quality of their work. Work with senior leadership to approve assigned work orders to sub-contractors, ensuring fair and merit-based disbursement of work and adherence to budget.
- Update information systems including client tracking, scheduling software and web-based reporting and information systems. Regularly track invoices against budget.
- Collaborate/communicate with senior leadership and direct reports to set and achieve program goals, establish plans, and develop initiatives. Identify and address program resource needs and recommend solutions.

Community Engagement/Partnerships

- Lead in the development of community resources, community outreach, community service, and educational components of the program.
- Engage with socially vulnerable communities to ensure they are aware of and can benefit from program services.
- Design and implement community outreach strategies that prioritize equity and justice, ensuring all voices are heard and represented.
- Develop and maintain positive relationships with state and local government organizations, private industry associations, community agencies, and non-profit organizations to coordinate outreach and services in the community. Collaborate with other entities to achieve program goals.
- Lead program staff in creating a high-performance, customer service-oriented environment.

Compliance/Reporting

- Report program goals, objectives, and outcomes as required by funders and comply with all funding/reporting requirements.
- Review and approve internal and external reports, ensuring accuracy and compliance with funder requirements.
- Ensure that program quality control standards are met in areas of client eligibility, proper installation, and program compliance.
- Ensure BTG policies, procedures, and protocols are followed.
- Maintain program compliance with agency and contract standards.

Fundraising and Grant Management

- Identify and pursue grant opportunities to support program initiatives and expansion.
- Write compelling grant proposals (with assistance from other BTG staff if necessary) and ensure timely follow-through and reporting on all grant requirements.
- Engage with current and potential funders and other stakeholders, ensuring a warm relationship, transparent communication, and accountability.
- Collaborate with the BTG fundraising team to develop and execute fundraising strategies that align with BTG's mission and values.

Other job-related duties as requested and subject to reasonable accommodation.

Key Competencies & Skills

- **Leadership:** Ability to inspire, motivate, and guide team members towards achieving common goals.
- **Communication:** Strong verbal and written communication skills, with the ability to effectively convey information to diverse audiences.
- **Analytical Thinking:** Proficiency in analyzing data, identifying trends, and making data-driven decisions.

- **Problem-Solving:** Creative and practical approach to solving complex issues and overcoming obstacles.
- **Organizational Skills:** Strong ability to manage multiple tasks, prioritize effectively, and meet deadlines.
- **Interpersonal Skills:** Ability to build and maintain positive relationships with staff, community members, and stakeholders.
- **Cultural Competence:** Sensitivity to and understanding of the diverse cultural backgrounds and needs of the communities served.
- **Equity and Inclusion:** Commitment to promoting justice, equity, diversity, and inclusion in all aspects of the program.

Qualifications

We welcome candidates who possess most of the required skills and demonstrate potential for growth. BTG values lived experiences and prioritizes a willingness to learn. Applicants from historically under-resourced communities that do not typically have a presence in conservation are strongly encouraged to apply.

- Bachelor's degree in a relevant field or equivalent related experience; minimum of 6 years of relevant experience if no degree.
- Proven experience in managing people and multiple programs.
- Strong strategic vision and ability to steer complex programs to success.
- Excellent written and verbal communication skills.
- Demonstrated ability to lead and develop staff, volunteers, and contractors.
- Strong community outreach and engagement experience, particularly with socially vulnerable populations.
- Proven fundraising and grant writing ability.
- Commitment to diversity, equity, and inclusion in the workplace.

Working conditions

The Water and Energy Program Manager will work in an office setting and within program participant homes, sometimes within hot and cold conditions, depending on the season.

Physical requirements

Major physical activity frequently used in this position includes:

- **Standing:** Remaining upright on the feet, particularly for sustained periods of time.
- **Walking:** Must be able to frequently move and traverse about on foot to accomplish tasks.
- **Light work:** Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force constantly to move objects.

Positions Supervised

Program Coordinator and multiple Community Specialists

Salary & Benefits

Benefits include:

- 90% of health, dental, and vision insurance.
- 100% basic life insurance and disability insurance.
- 2 weeks of paid vacation, 2 days of personnel time off, 10 sick days, paid holidays including the week between Christmas and New Year's Day.
- Supportive team atmosphere and a dog-friendly office.

Starting salary is \$48,000 to \$60,000 commensurate with experience.

Bridging The Gap is an equal opportunity employer and understands the value of having a team with a diversity of experiences and perspectives to optimize our potential for compassion, collaboration, creativity, and excellence in service. BTG encourages people from all backgrounds to apply.

To apply: Please submit (email preferred) a cover letter and resume outlining your qualifications for the position including work background, education, experience, and other skills that may qualify for this position to:

Bridging The Gap
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