

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 and sustainable future for all. The Water & Energy Efficiency Program Manager plays a key role in advancing this mission by ensuring BTG's residential water and energy programs are delivered effectively, equitably, and with consistent quality for low- and moderate-income households across Kansas City, MO. Through coordinated in-home services, responsive resident support, and strong program operations, this role helps reduce utility burden, improve home conditions, and expand access to essential resources for the communities BTG serves.

Primary Duties and Responsibilities

The Water & Energy Efficiency Program Manager oversees the day-to-day operations of BTG's Water & Energy programs. This role coordinates staff, contractors, intake workflows, and service tracking to ensure residents receive timely, high-quality support. The Program Manager serves as a central point of coordination between residents, field partners, and the internal team while maintaining accurate program data, supporting community access, and strengthening overall program delivery. Working closely with the leadership team, the Program Manager monitors performance, resolves operational issues, and supports continuous improvement of services across BTG's service area.

Program Management responsibilities

- Manage daily operations of Water & Energy programs for timely, high-quality service delivery
- Coordinate contractors and work orders to keep home visits, repairs, and installations on schedule
- Supervise and support program staff, including training, coaching, and workload monitoring
- Maintain accurate program data, service tracking, and routine reports for internal and external reporting
- Track invoices and monitor program spending against assigned budgets
- Oversee resident intake workflows, eligibility review, and the overall quality of data collected
- Identify workflow challenges and implement practical improvements to strengthen program delivery

- Coordinate with internal teams (finance, operations, and leadership) to align program activities
- Conduct periodic field visits (approximately 10 to 20% of time) to support quality checks, partner coordination, and program oversight

Community Engagement/Partnerships

- Build and maintain relationships with neighborhood organizations, community leaders, and service partners to expand program reach
- Represent BTG at community meetings, resource fairs, and partner convenings
- Support coordinated outreach efforts that strengthen program visibility and deepen community trust
- Gather and share community feedback to inform program improvements and outreach strategies
- Support outreach in priority zones and historically underserved communities

Qualifications

- 3 to 5 years of progressively responsible experience in program coordination, housing, energy, environmental, or a related field
- Demonstrated experience supervising and supporting staff, contractors, or field teams to achieve program goals
- Experience implementing or administering utility-funded, energy efficiency, or housing stabilization programs
- Working knowledge of residential home systems, including plumbing fixtures, insulation, HVAC, or common efficiency upgrades
- Proficiency in Salesforce or a comparable CRM/database system, including data entry, tracking, and basic reporting
- Advanced Microsoft Excel and data management skills, with the ability to maintain accurate program tracking tools
- Strong organizational and project management skills, with the ability to manage multiple priorities in a deadline-driven environment
- Clear and professional written and verbal communication skills, including the ability to work effectively with residents and partners
- Demonstrated commitment to equitable, culturally responsive service delivery

Preferred Qualifications: Bachelor's degree in public administration, environmental studies, public health, social services, or related fields. Experience supporting residential efficiency or repair programs (e.g., weatherization, water conservation, or home modifications).

Working conditions

The Water and Energy Program Manager will work in an office setting and within program participant homes 10 to 20% of the time, sometimes within hot and cold conditions, depending on the season.

Physical requirements

- Standing and Walking: Ability to remain upright for sustained periods and frequently move about on foot to accomplish tasks.
- Lifting and Handling Materials: Ability to exert up to 25 pounds of force occasionally and/or up to 10 pounds of force constantly to move objects.

Positions Supervised

Program Coordinator and contracted positions

Salary & Benefits

- 90% of health, dental, and vision insurance.
- 100% basic life insurance and disability insurance.
- 2 weeks (10 days) of paid vacation, 2 days (16 hours) of personal days, 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 \$52,000 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 email a detailed 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

Attn: Glenda Swinton

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