



Rebuilding Together CapacityCORPS

AmeriCorps Client Coordinator



Host Site: Rebuilding Together Miami-Dade
Location: Miami, FL
AmeriCorps Program: CapacityCORPS
Title: AmeriCorps Client Coordinator
Commitment: 11 months (Fall 2023 Cohort)
Term Types Available: Full-time, Part-time, Quarter-time
Combined Stipend Amount: Up to \$25,520 (see [Program Benefits](#) for more details)

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Our Community

Miami is known for its cultural diversity, beautiful beaches, exciting nightlife, and lively arts scene; however, there is so much more to our community than meets the eye.

Despite our reputation for glitz and glam, Miami has one of the nation's largest wage gaps and is the fifth most unaffordable housing market. The scale of Miami-Dade County's affordability problem is considerable—nearly 420,000 households are cost-burdened, and severely cost-burdened households (earning 30% or less of Area Median Income) are the fastest growing segment.

Rebuilding Together Miami-Dade repairs and modifies homes for Miami-Dade County's most vulnerable homeowners. Our efforts preserve affordable home-ownership, fight gentrification, stabilize communities, and ensure the safety and health of residents. We currently serve all of Miami-Dade County, but have an especially strong presence in West Coconut Grove, Leisure City, and Florida City.

No two communities are the same so we approach each neighborhood with thought and intention, always listening to the homeowners needs before forming a plan of action. We hope to find AmeriCorps members passionate about housing who show an interest in exploring equity, diversity, and inclusion while serving.

Summary of Position

Rebuilding Together Miami-Dade is looking to hire an AmeriCorps Client Coordinator with a Fall 2023 start date. As the AmeriCorps Client Coordinator, you will oversee all aspects of the client/homeowner experience of receiving critical repair services from Rebuilding Together Miami-Dade. In this position, you will strive to build trust within the community and awareness among populations with the greatest need for our services. You are the primary point of contact for clients, ensuring a high level of client communication and support throughout the application, intake, project, and close-out stages.

As the AmeriCorps Client Coordinator, you will work with a diverse group of homeowners from a variety of backgrounds. No two days are exactly the same as each homeowner brings a unique set of needs and personality to the table. In addition to working with homeowners, you will work closely with the rest of the Rebuilding Together Miami-Dade team to effectively communicate the homeowners' needs and story to contractors, volunteers, community partners, and media outlets.

To be a successful AmeriCorps Client Coordinator, you will have to be a patient, and empathetic individual with a passion for serving vulnerable populations and advocating on their behalf in the community. Our ideal candidate has a strong backbone, is detail oriented, and very comfortable working with diverse populations.

Essential Duties and Responsibilities

Programs (60%):

Critical Skills: Accountable, detail-oriented, patient, emotionally intelligent, compassionate and empathetic, strong organizational skills

- Advocate for homeowners to both outside organizations and internally with staff
- Interview prospective homeowners and assist with application for programs and services
- Oversee and ensure complete documentation and tracking of files necessary for proof of program eligibility; input client data/upload documents into organization's Master List, Salesforce, and Dropbox
- Write homeowner bios and present prospective client cases to Executive Team for acceptance into RTMD programs
- Act as a reliable point of contact for the client throughout the rebuilding process; ensuring client understands where they are located in the program pipeline at all times
- If client has a critical need, not provided by RTMD, research and refer to other organizations who may be able to assist
- Track client progress and report to team members at weekly staff meeting
- Help evaluate program impact and effectiveness

Projects (30%):

Critical Skills: Excellent communicator, highly organized, strong critical thinking, good at setting priorities and managing time

- Follow-up with homeowners, contractors, and handymen to ensure project completion and quality
- Schedule home assessments and update internal assessment tracking files accordingly
- Ensure all electronic construction files, Excel tracking documents, and white boards are up to date with accurate information
- Work with Director of Operations to maintain a database of potential new contractors and subcontractors
- Communicate homeowners' critical needs with Construction & Executive Team
- Track projects progress and keep homeowners abreast of the status of their repairs
- Assist project management team with volunteers build days

Other (10%):

Critical Skills: Able to work with others

- Write homeowner bios that empower our clients and challenge myths about poverty

Knowledge, Skills, and Abilities

Required

- A flexible and non-judgmental approach to people; comfortable working with diverse populations
- High emotional intelligence with an ability to quickly and positively establish rapport and credibility, gain confidence, and develop meaningful relationships with diverse individuals from a variety of backgrounds
- Impeccable organizational and time management skills
- Desire to learn and excel in a fast-paced, team-oriented office environment
- Proficient in Microsoft and Google Suite; particularly Excel and Google Sheets



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Preferred

- As this role will be interacting with clients and community members regularly, familiarity with the community is a plus
- General knowledge of social media platforms Facebook, Instagram, and Twitter
- Salesforce experience a plus
- Spanish or Creole speaking a HUGE plus

Description of Physical Demands

- The majority of time will be spent in the office; must be able to use a computer and phone for extended periods of time.
- Must be able to travel independently to meetings in the community and in client homes

Other Requirements

- Access to reliable transportation for daily commute and occasional travel during the work day as part of core responsibilities
- Use of a personal vehicle is recommended due to inadequate public transportation
- COVID-19 vaccination may be a requirement for this position and will be discussed if selected for an interview
- Satisfy the National Service Criminal History Check eligibility criteria pursuant to 45 CFR 2540.202
- Comply with AmeriCorps Prohibited Activities listed in 45 CFR § 2520.65

Program Benefits

- Living allowance over all 11-month terms of service (not a salaried position):
 - Full-time 40hrs/wk (1700hr term) - \$20,020
 - Part-time 20hrs/wk (900hr term) - \$11,088
 - Quarter-time 12hrs/wk (450hr term) - \$5,544
- Additional Monthly High Cost of Living Stipend: \$500/month to cover high, local living expenses
- Additional one-time payment for second year+ members of any AmeriCorps program:
 - Full-time 40hrs/wk (1700hr term) - \$600
 - Part-time 20hrs/wk (900hr term) - \$350
 - Quarter-time 12hrs/wk (450hr term) - \$200
- Eligible for a relocation reimbursement of up to \$400 for qualifying expenses.
- Travel to one in-person Rebuilding Together event with other AmeriCorps members (Details TBD).
- Health insurance including dental and vision plans (only available to full-time members).
- May be eligible for scholarships for graduate certificates in Nonprofit Leadership & Management or similar (current students may be eligible) – ask for more information if interested.
- Professional development benefit of \$300/member provided by RT National.
- Mental Health benefit provided by RT National (covers 6 visits with a mental health professional OR 6 months of an online/tele-service subscription).
- [Education Award](#) for qualifying education expenses or loans, upon completion of the term of service:



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- Full-time 40hrs/wk (1700hr term) - \$6,895
- Part-time 20hrs/wk (900hr term) - \$3,447.50
- Quarter-time 12hrs/wk (450hr term) - \$1,824.07
- [Federal student loan forbearance and interest accrual payment.](#)
- Positions are eligible for [Public Service Loan Forgiveness.](#)
- AmeriCorps [childcare benefit.](#)

To learn more about our benefits and/or commitment requirements, visit our FAQ page on our website at www.rebuildingtogether.org/capacitycorps.

[APPLY HERE](#)