



Community Outreach Specialist Home Repair Education

Home Repair Resource Center is seeking qualified applicants for the part-time position of Community Outreach Specialist for its Home Repair Education programs. The Community Outreach Specialist is responsible for classroom setup, take down, and class management for home repair classes. The Community Outreach Specialist reports to the Outreach and Education Coordinator and Class Administrator.

Home Repair Resource Center (HRRC) is an established nonprofit organization based in Cleveland Heights, Ohio, with a strong history of over four decades of empowering homeowners to maintain their homes in support of sustainable and diverse neighborhoods. HRRC's programs use public funds, individual donations and corporate and foundation grants to assist owners of older housing in the Greater Cleveland area.

Essential Job Responsibilities

- Setting up classroom or off-site location for evening home repair classes per week
- Handling walk-in registration and onsite payment for classes and Tool Library
- Managing the classroom experience for instructors and students, including
 - setting up and running any required technology
 - assisting students with physical accommodations
 - monitoring student questions, managing class “flow,” and assisting instructors as needed
 - discussing upcoming HRRC classes with students and answering questions about HRRC programs
 - photographing students and instructors
- Taking down and putting away tools and equipment when class is completed
- Surveying participants to gauge their satisfaction with classes
- Assessing instructor effectiveness
- Handling follow up written communication with instructors
- Providing input on curriculum, teaching methodologies, new class ideas, and programming changes based on student and instructor interactions in class
- Keeping complete and accurate records
- Maintaining open and regular communication with Outreach and Education Coordinator

- Assist Class Administrator with duties related to the Tool Library including,
 - Checking tools out and in.
 - Charging for loans, late/cleaning fees, or repair fees in cases of excessive damage
 - Answering questions, enforcing rules, making suggestions for rule changes when need, pulling down records for reporting
 - Making reminder phone calls to members with unreturned tools
 - Occasionally cleaning dirty tools
 - Promotion and outreach of the Tool Library to increase numbers
- Works with Outreach and Education Coordinator and other staff on the planning, coordination and presentation of education and information events offered throughout the year.
- Represents HRRC at outreach events and related activities, including those activities held during the evening and on weekends.
- Performing administrative tasks, as required.
- Home Repair knowledge is not required but preferred.

Position Requirements

- Desire to embrace mission and values of HRRC.
- Energetic, outgoing, and positive, with the ability and desire to work effectively as a member of a team
- Strong verbal and written communication skills
- Ability to self-motivate and work independently
- Experience working in an educational setting, which may include classroom teaching or supervision of teaching staff
- Excellent people skills and experience working with diverse student populations
- Ability to discern and respond to student needs and requirements
- Ability to redirect instructors when necessary, manage student questions and identify points of confusion, quickly assess and correct problems as they arise
- Comfortable using educational technology and demonstrating its use to instructors
- Strong organizational skills and a demonstrated ability to handle multiple concurrent demands
- Ability to work a flexible schedule, including evenings and weekend events
- Ability to travel locally for class when required and work weekend events
- Physical ability to safely handle program tools, equipment and classroom setup
- Experience with home repairs, tools, tool safety and building systems preferred
- Ability to learn new skills; willingness to take on additional responsibilities as requested.
- Detail oriented with the ability to organize complex material in a clear and concise manner.

Home Repair Resource Center is an equal opportunity employer. HRRC is committed to reasonably accommodating qualified persons with disabilities to enable them to perform the essential duties of this position.

While every effort has been made to make this position description as complete as possible, it should in no way be taken that these stated duties are the only duties that the Class Administrator will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work task is similar or related to the position in any way.

The hourly or salary compensation range for this position is negotiable, depending on qualifications and experience.

Interested candidates should submit a resume and a detailed cover letter describing their interest and alignment with the qualifications outlined above. All applications must be received electronically and should be sent to resumes@hrrc-ch.org. No telephone calls, please.