



Chief Communications and Programs Officer Houston, TX

Sorrell is proud to partner with Rebuilding Together Houston (“RTH”) in its search for a Chief Communications and Programs Officer. Rebuilding Together Houston is the only organization in the Houston/Harris County area to provide hundreds of families with home repairs annually. In the last 41 years, we have served more than 14,750 neighbors at no cost to them. We believe everyone has a right to a safe, healthy, and resilient home that protects them against disaster. The low-income homeowners we serve are in danger of potential displacement and homelessness without our services. We enlist community volunteers and licensed contractors to repair the homes of seniors, U.S. Military Veterans, and working families in need. Our work improves the safety and structural integrity of homes that are passed from generation to generation, helping to preserve the character of Houston neighborhoods by keeping families in communities that they helped to build.

Together with our corporate supporters and community partners, our mission is Repairing Homes, Revitalizing Communities, and Rebuilding Lives. RTH is an affiliate of Rebuilding Together, a leading national nonprofit in safe and health housing. Oversight of RTH, a 501(c)(3) nonprofit organization incorporated in the State of Texas, is by an all-volunteer board of directors.

More information about RTH can be found at <https://rebuildingtogetherhouston.org/>.

POSITION OVERVIEW

The Chief Communications and Programs Officer is responsible for providing the leadership, management, and vision necessary to run the day-to-day operations of the Communications, Client Services, Volunteer Services and Programs Teams, plus Salesforce. S/he accomplishes this by supporting the policies, goals and objectives established by the CEO and Board of Directors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Strategy, Vision and Leadership

- Contribute to the development of RTH’s strategic goals and objectives as well as the overall management of the organization.
- Set the tone for the organization in communications with all stakeholders, ensuring clarity, consistency, and a focus on the important service we provide our neighbors.
- Develop goals, calendars and metrics with the Client Services, Volunteer and Programs teams.

- Maintain continuous lines of communication across the organization, keeping the CEO informed of all critical issues.
- Represent the organization externally, especially in developing and maintaining partnerships related to community revitalization.
- Represent RTH in public-facing events and media engagements, when needed.

Team Development

- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Ensure staff members receive timely and appropriate training and development.
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments.
- Mentor and develop staff using a supportive and collaborative approach.
- Provide guidance as staff liaison for the Board of Directors' Communications Committee; ensure reporting to the full board is thorough, accurate and timely.

Operations

- Review, evaluate and upgrade policies, internal controls, and procedures for teams.
- Ensure that RTH is on track to achieve the programmatic goals that tie back to the annual budget.
- Deliver sufficient completed applications to support Construction and Program targets through outreach to community members, nonprofit and government partners.
- Partner with the Development Department to pursue grant opportunities directly related to Programs (e.g., grants for Safe and Sound Services Program and Community Projects).
- Work closely with the Programs team to organize the workflow to deliver timely, high-quality work in compliance with grant agreements and produce reporting as needed.
- Maximize the use of Salesforce to automate and streamline processes throughout the organization.
- Work with all managers to ensure their dashboards and reports provide accurate data for analysis and potential process improvement.
- Ensure top quality, timely communications on website, on social media and with traditional media.
- Manage PR team and in-kind radio and television spots to increase RTH's visibility throughout the region.

SUPERVISORY RESPONSIBILITIES

- This position has direct oversight of the Client Services, Communications, Volunteer Services and Programs teams plus Salesforce.

ESSENTIAL AND PREFERRED ATTRIBUTES, SKILLS AND EXPERIENCE

- 4-year college degree mandatory; business, management or communications concentration strongly preferred.
- Minimum 6 years of experience in a senior management role.
- Successful Programs delivery experience.
- Genuine passion for the RTH mission.
- Experience either as an employee or board member of a nonprofit organization preferred.
- Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills.
- Strong mentoring, coaching experience to a team with diverse levels of expertise
- Superior management skills; ability to influence and engage direct and indirect reports and volunteers.
- Energetic, flexible, collaborative, and proactive; a team player/leader who strives to empower others and can positively and productively impact both strategic and tactical initiatives.
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, RTH board of directors, and staff.
- Media training and media relations experience a plus.
- Spanish proficiency a plus.
- Strong technical skills, including:
 - Excellent computer skills in a Microsoft Windows and Microsoft Office Suite.
 - Familiarity with Google Suite.
 - Extensive knowledge of CRM software, e.g., Salesforce.

COMPENSATION

Compensation is competitive and commensurate with experience. Attractive benefits package.

APPLICATION AND REFERRAL PROCESS

Applicant review is currently underway and will continue until the candidate has been selected. To nominate or be considered for this position, please contact Priscilla Plumb at priscilla@sorrellco.com / 281-224-0881 or Laura Sorrell at laura@sorrellco.com / 713-854-5351. All inquiries will be held in confidence.

ABOUT SORRELL

Sorrell is a highly relational provider of executive recruiting. Our mission is to serve as partners with our clients to accelerate their efforts to attract, hire and retain talent that impacts the future of the organization. For more information, call 713.840.1870.