



## Who We Are

Spokane Neighborhood Action Partners (SNAP) is a [community action agency](#) that has been assisting low-income families, children, seniors and the homeless since 1996. For over 55 years, we have helped build a vibrant community that treats everyone with dignity and respect by advocating for that which is fair, honorable and equitable. Over the years we have expanded services that help stabilize our neighbors and equip them to exit poverty.

Today we are one of the largest private human services agencies in Spokane County, Washington. We serve approximately 38,000 annually with an annual operating budget of \$57 million. Our staff of 170 proudly serve our community across a broad range of services and programs such as Energy Assistance, Financial Counseling, Small Business Lending, Home Repair, Rental Assistance, Homeless Services, Transportation and many others that are uniquely designed to meet the needs of our community.

We are recognized as an innovator in the fields of home energy efficiency and indoor air quality, as well as new program initiatives that are managed through our responsiveness to serve the individual and community needs of Spokane. Through innovation SNAP works to grow services and utilizes pilot programs and partnerships to offer unduplicated services to clients.

With a dedicated board of directors, staff and volunteers, SNAP diligently searches for long-term solutions to eliminate poverty. We know we cannot do this work alone and proudly partner with more than 40 social service agencies to ensure our neighbors get the support they need.

## Working at SNAP

Every day we see that our work matters. Our mission and values are more than something we publish for others to see. They inspire us, guide us, inform our decisions, and set the bar for how we treat each other, those who help us accomplish our work, and those we serve. We have a unique culture of mission ownership, enthusiasm and collaboration. We work hard and know how to have fun – we have a lot of potlucks! Every employee has the opportunity to truly make a difference in the lives of others. Those who are truly successful at SNAP are passionate, bring passion for our mission and empathy for those we serve.

### Vision

A strong community where all people have the opportunity to strive toward their full potential.

### Mission

Increasing the human potential of our community by providing opportunities for people in need.

### Values

*Community:* We believe that nurturing client-focused partnerships builds community.

*Justice:* We believe in advocating for what is fair, honorable and equitable.

*Respect:* We believe in recognizing the dignity and inherent worth of all individuals.



## Position Summary

The Director of Energy Conservation and Home Improvement Services is a member of the Executive Leadership Team and plays a key role in mission execution. We seek someone who brings a powerful combination of leadership, people skills, creativity, innovation, nonprofit experience and business savvy in energy conservation and home repair who can hit the ground running. Capable of acting at both the strategic and tactical levels in a complex, highly regulated environment, the Director manages a \$9+ million annual budget and oversees four direct reports and 32 employees across five programs: Weatherization, Essential Home Repair, Energy Conservation Education and the Single-Family Home Rehab Loan Program. This team serves more than 800 households a year. In 2021 the team completed more than 600 home repairs, weatherized more than 200 units and completed major rehabs on more than 15 homes. This position reports to the Community Action Operating Officer (COO).

The ideal candidate is an accomplished professional and seasoned people manager who has broad and deep experience with projects that vary in scope to include complexities requiring initiative, communication, risk management thinking, problem solving as well as knowledge of multifaceted design and construction issues and energy conservation. They radiate confidence, compassion, approachability and possess exceptional judgment, strong interpersonal skills with a calm presence.



## First Year Priorities

- Learn the culture, get to know people, and become acclimated.
- Establish rapport and build trust with an experienced, knowledgeable, smart and dedicated staff. Prepare and help staff navigate the challenges and opportunities of change.
- Come up to speed on contract requirements and deliverables that need to be achieved for the Avista low-income weatherization grant, the Washington Department of Commerce American Rescue Plan Act, the Washington Department of Commerce Low Income Home Energy Assistance Program weatherization grant, Department of Energy Weatherization grant, Essential Home Repair CDBG funding and loans from City of Spokane Single Family Home Rehabilitation program.
- Establish relationships with important stakeholders and government partners.
- Prepare for the growth and potential innovation associated with additional funding from the [federal infrastructure legislation](#) and the Washington Clean Energy Transformation Act that will both impact services and how services are delivered. This includes looking at how Housing Services currently does business and what may need to change. Ramp up capacity while facing the challenges associated with attracting new employees and retaining current staff.

## Core Competencies

**Acts as ambassador of our mission, vision and values** with a commitment to making a difference in our community through service to others. Demonstrates empathy and sensitivity towards the needs of low-income individuals. Practices care and consideration when interacting with clients in the field setting and upholding those expectations. Understands the profound, long-term impact of poverty, systemic oppression, and the challenges inherent in undoing those systems. Maintains and continues to build an organizational culture where vision, mission and values drive the organization.

**A people person** who believes that people come first. Reads people and intuitively knows how much support to give them. Understands that part of the team they manage works with their hands, not computers. A collaborator, who prefers to arrive at shared solutions with others rather than creating and rolling out solutions unilaterally. Brings people along and builds consensus for change. Knows how to foster a positive and productive working environment and a culture characterized by open communication – including the freedom to express varied point of views, expectations of excellence, adaptability to change and acknowledgement of equity, diversity and inclusion. Easily interacts and builds trusted relationships with diverse internal and external constituencies.

**A leadership style that is approachable, down-to-earth, and calm.**

Exudes integrity and is perceived by others as flexible, resilient, open and caring. Has a reassuring, steadying presence during times of change, unpredictability, and ambiguity. Easily works with grass roots and grass tops – can go from getting your hands dirty visiting while evaluating a job site to shaking hands with legislators. Comfortable with ambiguity, uncertainty, and a rapidly evolving landscape. Gifted at striking the right balance between what's required and what's needed. Innovative and creative, you are also pragmatic about how to implement change within a large, complex agency.



**A sophisticated and inclusive communicator who listens empathetically.** Respectfully direct when needed, yet also diplomatic and tactful. Speaks and acts with SNAP's mission and constituencies in mind, invites input from others, shares ownership and visibility, and is skilled in diplomacy. Easily steps into the role of primary spokesperson and becomes a part of the community leadership structure.

**Highly skilled at managing all phases of project planning, design and implementation** with proven success working in a fast-paced environment, leading multi-functional teams, providing strategic direction, and delivering against multiple work streams. Expertly weaves together project components, contract requirements, SNAP policies and what clients need, resolving sometimes competing interests. Has managed federally funded programs with significant experience in the evaluation of program effectiveness and compliance with federal, state and agency rules and regulations. Is knowledgeable about residential construction, current building codes, and all phases of weatherization, current zoning codes and real estate practices.



**Masterful at creating and managing complex budgets** from multiple funding sources in accordance with contractual obligations and reporting requirements. In-depth understanding of the nature of contract requirements, contract review and understanding exactly what's required for every program. excellent at projections and cost allocations. Has proficiency with Excel and working knowledge of database and reporting tools including Microsoft. Salesforce a plus. Sees technology as an asset, not a hindrance.

**ADDITIONAL QUALIFICATIONS or EXPERIENCE:**

- BA/BS with focus on business/human service administration. (Work experience may be considered in lieu of degree)
- Minimum of eight years of progressively responsible leadership and project management experience, including construction oversight, managing staff and contractors.
- Also a plus is experience in construction industry practices and procedures, all codes – especially those related to Energy Efficiency, life safety standards, knowledge of the principles of architectural design, mechanical, electrical and plumbing systems.

**To Apply**

Please submit a cover letter and resume to [SNAP@roamconsultingllc.com](mailto:SNAP@roamconsultingllc.com). We accept emailed applications only. No paper submissions. In your cover letter, please share why you are interested in this job, and *tell us about how your experience makes you a top candidate for this position.*

*Applications will be reviewed upon receipt, and full consideration will be given to applications received by April 15, 2022. Interviewing begins in April 2022.*

**Compensation:** This full-time exempt position reports to the Chief Operating Officer. The salary range for this position starts at \$64,140 – \$87,756 annually DOE with annual increases possible. Medical and Dental benefits, life insurance, long term disability, 403(b), education assistance, paid time off including separate vacation, sick, personal leave and 11 paid holidays.



This search is facilitated by Roam Consulting LLC, a consulting firm that provides a full range of executive transition and search services to nonprofit organizations in the Pacific Northwest and beyond. Confidential inquires and questions may be directed to Amanda Madorno, Principal at Roam Consulting LLC, at [amanda@roamconsultingllc.com](mailto:amanda@roamconsultingllc.com) or 425.488.7747.

## Near Nature, Near Perfect – living in Spokane, Washington

SNAP is headquartered in Spokane, Washington, the State's [second-largest city](#). It is considered the economic and cultural center of the [Inland Northwest](#).

Winding for miles through thick basalt formations, the Spokane River runs right through downtown, carving out a gorge that divides the bustle of the city with spectacular natural beauty. The second largest urban waterfall in the nation, [Spokane Falls](#) dominates as the city centerpiece.

[Spokane](#) is a place where city life mingles brilliantly with nature. The city is filled with

parks, riverbanks and trails. Easy access to numerous lakes, the Columbia River, mountains, ski resorts, and bike paths make water sports, skiing and cycling popular ways to spend weekends.

A vibrant downtown encompasses a variety of restaurants and performance venues. However, while some districts bustle with activity, much of Spokane is quiet, exuding a calm, relaxed atmosphere not often found in major metro areas. Residents appreciate the small-town atmosphere with the advantage of big-city amenities. Individual neighborhoods foster a strong sense of community and make Spokane a great place to live. In 2020, Livability ranked Spokane #49 in the [Top 100 Places to Live](#).



### 12 Fast Facts about Spokane

- In the heart of the city, the second largest urban waterfall in the US – only Niagara Falls is larger
- Within 30 minutes of Idaho, 2 hours of Montana, 3 hours south of British Columbia, 5 hours of Seattle
- Birthplace of Father's Day and known as the [Lilac City](#)
- [Riverfront Park](#) was the site of the 1974 World's Fair
- Five ski resorts within 1.5 hours of downtown, and [a system of over 87 parks](#), totaling 4,100 acres
- ~15,000 students attend the five Universities and two Medical Schools
- Cost of living is 4% less than the national average and 13% lower than the rest of Washington State
- A \$50,000 salary in Spokane is the equivalent of \$105,000 in Seattle
- Annually hosts [Hoopfest](#), the world's largest basketball tournament
- Spokane International Airport features 7 airlines and 2 cargo airlines