



Lead Safe Workforce Manager

CNP was founded in 1988 to serve the unique role of a local community development funding and support intermediary for community development corporations (CDCs), and it is a vital partner to Cleveland's community revitalization efforts. In 1991 and 1992, the New Village Corporation (NVC) and Village Capital Corporation (VCC) subsidiaries, respectively, were established to further real estate development and lending in the neighborhoods.

CNP believes that CDCs are the foundation of neighborhood revitalization. As trusted community partners, they are uniquely positioned to meet local needs and drive lasting change. CNP's mission is to strengthen the community development ecosystem to foster the equitable revitalization of Cleveland's neighborhoods.

Purpose

The Lead Safe Cleveland Coalition is a citywide initiative to address the crisis of lead poisoning in Cleveland neighborhoods through training of the lead safe workforce, managing and dispersing the grants and loans of the Lead Safe Home Fund, complete remediation, and seeking clearance certification in neighborhood housing. CNP is both an administrator of grant funding for remediation and clearance, as well as a workforce partner to support distributed neighborhood-based CDC capacity to carry out lead-safe work.

Role

The Lead Safe Workforce Manager is responsible for leading, supervising, and supporting a team of up to nine (9) Lead Risk Assessors deployed throughout Cleveland. The Workforce Manager ensures consistent performance, quality, compliance, and productivity while serving as the primary liaison between CNP, CDC partners, and Coalition leadership. This role requires exceptional people management, strong communication skills, and advanced digital proficiency to effectively manage field operations, performance metrics, and program data.

The Lead Safe Workforce Manager will report to CNP's Lead Safe Program Director.

Key Responsibilities

- Supervise, coach, and evaluate a team of up to nine (9) Lead Risk Assessors to ensure high-quality performance, accountability, and professional development.
- Serve as the primary point of contact for CDC leadership regarding Risk Assessor performance, scheduling, program implementation, and operational issues.
- Build and maintain strong working relationships with CDC Executive Directors and program staff.
- Utilize CRM, i.e. Airtable and other digital platforms to manage workflows, monitor production metrics, assign work, track project status, and maintain accurate records.
- Ensure timely, accurate, and complete data entry, reporting, and documentation across multiple systems.
- Monitor Risk Assessor productivity, quality assurance, licensing requirements, and compliance.

- Conduct regular one-on-one meetings, team meetings, and field observations to coach staff and improve performance.
- Analyze program data and prepare reports for CNP leadership, funders, and Coalition partners.
- Collaborate with the Lead Safe Program Director to implement operational improvements.

Preferred Qualifications

- Bachelor's degree in a related field or equivalent experience.
- 2-3 years of supervisory experience managing staff.
- Demonstrated success leading remote and field-based teams.
- Strong digital literacy with CRM experience; Airtable strongly preferred.
- Advanced Microsoft Office proficiency.
- Excellent written, verbal, presentation, and interpersonal communication skills.
- Strong organizational, analytical, and problem-solving abilities.
- Ability to interpret performance metrics and drive accountability.
- Experience working with nonprofit, government, or community organizations preferred.
- Knowledge of Lead Safe Cleveland, lead hazard control, or housing/community development preferred.

Additional Information

- Salary range is \$60,000-75,000
- CNP provides the following for employees:
 - Option to work remotely up to two days per week
 - Medical (80% of premium paid by employer), Vision (100%), and Dental (100%) Insurance available for employees and dependents; first dollar benefits contribution for out of pocket healthcare expenses
 - Automatic 2% contribution to 401(k)
 - Fourteen paid holidays, three weeks of vacation, and sick time
 - Generous family leave policies

Core Competencies

- Staff Leadership & Performance Management
- Digital & Data Management (Airtable CRM)
- Relationship Management
- Project Coordination
- Performance Metrics & Reporting
- Communication & Presentation
- Operational Excellence
- Coaching & Team Development
- Collaboration & Problem Solving

Apply

Interested applicants should provide a cover letter and resume to careers@clevelandnp.org.