



Title: ROC Program Specialist II

Reports To: ROC Program Manager

This position provides program support to residents and board members in Resident Owned Communities (ROCs) across Montana through direct service and remote collaboration tools. ROC is a unique program that supports homeowners in manufactured home communities to purchase their land and operate their communities for long-term housing stability and affordability.

The Program Specialist will support both the purchase process for newly forming ROCs and the assistance and development needs of existing ROCs. The purchase process requires detailed project management, as well as real estate transaction due diligence, budgeting, and financing skills. The purchase process also requires extensive leadership development and training for community residents, assisting them through the development of their community governance structure, and all foundational community documents and policies.

This process requires excellent organizational skills and communication across a diverse set of stakeholders.

For existing ROCs this position will serve as a central helpdesk and clearinghouse for resident inquiries, requests for training, and immediate technical assistance. This will include answering questions by phone, email, and video conference to address resident's needs directly and in coordination with appropriate staff. The Specialist will provide ongoing technical assistance and training to the boards of directors and members of ROCs across the State of Montana. This role includes extensive document management, monitoring ROC financial performance, and supporting a wide variety of ROC community needs such as training on financial documents and budgeting, community governance practices, advising on contract negotiation, navigating technology, planning meetings and events, and developing and implement infrastructure and community projects.

Expertise and experience necessary for success in this position include community organizing, organizational development, adult education, project management, finance and resource development and management. This position requires that staff become familiar with a wide range of topics that concern residents of manufactured housing community cooperatives.

The ideal candidate will be located in Missoula, MT; however, remote work is possible for the right candidate.

Qualifications and Desired Traits

- Three years combined education and experience in a position with related duties.
- BA/BS in related field such as business, public administration, or social work, or equivalent experience.
- Strong project management skills and the capacity to integrate diverse objectives with a high level of attention to detail and deadlines.

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- Budgeting and financial management in small business or non-profit setting and/or experience managing real estate transactions. Ability to read, interpret, and analyze budgets, financial documents, and reports.
- Ability to facilitate group interactions, develop and teach adult education, and provide coaching in a range of settings.
- Proven ability to work in a small team, collaborative environment with diverse constituencies.
- Highly effective communicator with ability to connect with a variety of audiences and diverse groups. Ability to remain professional and navigate complex group and individual dynamics. Empathetic to the social needs of others, tolerant and generous, willing to bring levity and humor when necessary.
- Optimistic and goal oriented, organized, and systematic.
- Self-motivated, with little oversight required.
- Interest in cooperative systems and their role in affordable housing preservation.
- Familiarity with member-run, democratic, or cooperative governance structures
- High competency with technology and cloud-based systems.
- Fluent in Microsoft Office software including Outlook and Excel.
- Must be available for frequent evening and weekend meetings.
- Requires valid driver's license and reliable and insured vehicle.
- Travel required in and out of the state.

Key Responsibilities

- Plan and preparing for trainings, fielding requests for assistance, and tracking projects' progress.
- Respond to resident's requests for assistance in a timely and professional manner.
- Support residents in the real estate purchase process of their manufactured housing community, provide supportive services to ensure residential cooperative is established according to State and program requirements. Ability to manage key objectives on a projected course with both set and variable timelines.
- Ensure that all cooperative members have a good understanding of the process, procedures and technical aspects necessary for incorporation and property purchase.
- Conduct a wide variety of adult education and training/coaching sessions both one-on-one with large groups of residents, committees, and boards of directors.
- Review and analyze financial statements and documents, communicate information to committees and boards of directors as needed. Facilitate business financial training.
- Maintain and create cooperative business documents and policies.
- Support housing cooperative residents, committees and board of directors through on-going technical assistance including: conflict resolution, vendor management, annual meetings, business management, volunteer management and community engagement.
- Maintain program files, records, and rosters with cloud-based file storage and project management software.

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