POSITION DESCRIPTION
Montana Homeownership Network
dba NeighborWorks Montana

JOB TITLE: ROC Program Specialist
JOB LOCATION: Montana
REPORTS TO: Cooperative Housing Director
REVISION DATE: 3/21/2023
POSITION STATUS: Regular Full-Time
POSITION TERMS: Permanent
FLSA STATUS: Non-Exempt
GRADE: 9

JOB SUMMARY: The primary task of the ROC Program Specialist position is to guide, train and assist each resident owned manufacture housing community in the post-purchase management and governance of their cooperative. Special attention is paid to helping members understand their roles and responsibilities to effectively function as resident-owners and to foster a sense of empowerment and community spirit. Expertise and experience necessary for success in this position include community organizing, organizational development, adult education, project management, and resource development and management. Additional responsibilities include developing and presenting large and small group trainings in many different environments. Ability to travel within the State of Montana is inherent in building relationships and delivering services.

MINIMUM QUALIFICATIONS:

- Three years of 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.
- Budgeting and financial management in small business or non-profit setting and/or experience managing real estate financing and transactions.
- Experience with meeting facilitation.
- Ability to facilitate group interactions, develop and teach adult education, provide coaching in a range of settings, and adapt training materials and approaches to best meet client needs.
- Working knowledge and experience using the MS Office Suite.
- Ability to understand, prioritize, and manage multiple complex tasks, develop timelines, goals, and benchmarks and adjust priorities based on dynamic program needs.
- Proven ability to work in a small team, collaborative environment with diverse constituencies. Demonstrated capacity to work independently and perform complex tasks with minimal supervision.
- Excellent oral and written communication, and comfortable speaking in front of large groups.
- Must be available for frequent evening and weekend meetings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

ROC TECHNICAL ASSISTANCE

- Provide training and technical assistance to ROCs by utilizing technology, peer exchange, group trainings, resident leadership coaching and creative approaches to promote good governance, strengthen community engagement, improve ROC financial health, support community projects and advance ROC self-sufficiency
- Provide direct, ongoing support to existing ROCs including:
    - Assisting in resident association board meetings, including preparation, agenda assistance, coaching in running efficient meetings, parliamentary procedure, effective follow-up, and review of minutes and financial statements.
    - Training and coaching ROC boards on the creation, implementation and enforcement of bylaws, community rules and regulations, policies related to member applications, parliamentary procedure, rules enforcement, management practices, annual budgets and short and long-term capital improvement plans.

    - Oversee asset management of the ROCs through monitoring compliance with lender requirements, financing documents, regulatory agreements, and other sources of compliance reporting to investors, lenders, monitoring agencies and other stakeholders
    - Provide training and direction to the ROC property management companies
    - Maintain and distribute Board documentation and training manuals and cooperative business documents and policies for community board members
    - Report financial information on a quarterly basis and as requested to ROC lenders
    - Organize and track resident mailings
    - Facilitate the reserve fund transfer requests with ROC boards and lenders
    - Collaborate with other team members inside and outside of NWMT on developing and delivering trainings of best practices relating to the ROC model including a wide variety of adult education, training, and coaching sessions including working with large groups of residents, committees, board members and one-on-one meetings with residents
    - Review and analyze financial statements and documents, communicate information to board members, and facilitate business financial learning sessions
- Work with a variety of vendors and stakeholders, including lenders, realtors, community owners, attorneys, engineers, property managers, trade associations, nonprofit partners, and government entities to support ROC communities.
- Collect and maintain ROC financials and documents for use of ROC staff and in compliance with technical assistance agreements, loan servicing agreements, and annual financial review, and tax filing requirements.
- Assist ROCs with annual renewals and business requirements including taxes, insurance, and state business registration.
- Provide organizational and administrative assistance to the ROC program to ensure that the various elements of the program are running smoothly.
- Assist ROCs to assess their organizational health and develop goals and a plan for action.
- Support resource development efforts including contributing to grant applications and putting together applications for financing.
- Support special projects in ROCs across the state including contributing to grant applications, event planning and volunteer coordination.
- Plan and execute the annual MT ROC Summit with other NWMT team members, including contributing to grant applications, resource development, event planning and coordination.
- On occasion, serve as Project Manager for community projects, oversee sub-contractor and consultant work and performance

OTHER DUTIES

- Participate in networks and associations that support and further ROCs, manufactured housing, cooperatives, and homeownership. Collaborate with national partners to develop strategies and share lessons learned.
- Develop or adapt education curriculum and supporting handouts for cooperative members.
- In coordination with NWMT team, prepare marketing materials and press releases.
- Participate in planning, training, membership and board meetings as requested
- Travel throughout the state for ROC work and to out-of-state conferences when required
- Other duties as requested

This job description describes the principal functions of this job and its scope of responsibility but should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned.

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Applicant must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods of time at a keyboard or workstation.

In-state and out-of-state travel required.

This document does not create an employment contract, implied or otherwise. NeighborWorks Montana retains the discretion to add to or change the duties of this position at any time.

By signing below I acknowledge that I have read and understand the requirements and performance criteria for this position.

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Employees' Signature Date

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Supervisors' Signature Date