Job Description | Community Organizer/ Technical Assistance (TA) Manager

*This position is classified as **Exempt** and **Full-Time**, reports to the **Manufactured Housing Cooperative Development Center (MHCDC) Senior Technical Assistance (TA) Manager** and is a union position represented by CWA Local 7901. CASA of Oregon is located in Sherwood, OR*

This position is a Grade 6 with a salary range of $67,671 - $90,070

Department Director: Alex Annand, alex@casaoforegon.org

Supervisor: Emily Rodriguez, emily@casaoforegon.org

POSITION OVERVIEW

The tasks of the MHCDC Organizer and TA Manager are to organize the residents of manufactured housing communities (MHC), to train them to operate a business (resident-owned cooperative(ROC)) and to assist residents understand the responsibilities and duties required to own and operate their community as a ROC. In partnership with the MHCDC team, this position assists in the coordination of all post-purchase activities in the ROCs that CASA assists and will help ensure that each ROC in their portfolio receives timely and appropriate technical assistance, as well as provide guidance to the cooperatives in compliance issues. This position prefers a bilingual Spanish speaking individual and requires extensive travel throughout the state to attend meetings during the day and evenings, and possibly weekends. A valid driver's license as well as access to reliable transportation are required.

PRIMARY DUTIES and RESPONSIBILITIES

- Work with members of the MHCDC team to convert communities to cooperative resident ownership
- Introduce residents to the idea of cooperative resident ownership
- Identify leaders within the community
- Provide direct support to residents in forming a non-profit cooperative and cooperative development, including:
    1. Electing an interim board of directors
    2. Forming various park committees
    3. In cooperation with committees, board members and legal counsel, facilitate the production of interim and permanent bylaws, community rules, membership agreements, space leases and other corporate documents
    4. Developing and conducting resident surveys
- Assist the board of directors in the selection of an attorney, Property Management Company and other service providers
- Provide training and support to board in their governance role including, but not limited to, parliamentary procedure, working with outside vendors, financial analysis and monitoring, developing policies and procedures, forming and using committees, resolving inter-community conflict, capital improvement and funding plan, effective communications, legal and regulatory compliance, bylaws and community rule development and contract negotiations
- Provide training to members in areas such as creating a shared vision for the community, members' rights and responsibilities and corporate structure
- Collaborate with national partners to develop strategies and share lessons learned

- Develop or adapt the education curriculum, and supporting handouts for cooperative members, non-members and the board of directors
- Provide direct, ongoing support to the Cooperative, post-purchase, including:
    1. Assist in the election of a permanent board of directors
    2. Deliver management and operations training for the board of directors
    3. Periodic evaluations of Cooperative operations
- Provide appropriate training and direction to the cooperative's property management company
- Ensure compliance with regulatory requirements
- Facilitates and manages ongoing board member leadership development and training by attending monthly cooperative board meetings
- Oversees asset management of the cooperative through monitoring compliance with lender requirements, financing documents, regulatory agreements and other sources of financial, statutory and regulatory reporting requirements, including submittal of compliance reporting to investors, lenders, monitoring agencies and other stakeholders
- Involves, as needed, the cooperative attorney to ensure cooperative adherence to Oregon nonprofit cooperative law
- Assists cooperative board members with annual renewals and business requirements including taxes, insurance, and state business registration
- Works closely with cooperative board members and the property manager in the creation of annual operating budgets and short and long-term capital improvement plans, the use of replacement reserves and facilitates the reserve fund transfer requests
- Other duties as assigned

QUALIFICATIONS

Education/Experience AA or BA/BS in communications, sociology, social work, and community organizing or related preferred. Experience in community building and organizing may be substituted for education. Three years demonstrated success in community building and resident organizing required. Knowledge of cooperative formations and functions preferred.

NOTE: A combination of education/training/work experience demonstrating general qualifications for the position may be accepted in lieu of degree requirement.

ADDITIONAL REQUIREMENTS

- Works collaboratively with other members of the department to successfully convert manufactured parks to resident ownership
- A demonstrated capacity to work independently and perform complex tasks with minimal supervision
- Strong people skills and emotional intelligence
- Demonstrated communication, consensus-building, facilitation and analytical skills
- Demonstrated success in creative problem-solving with small and large groups
- Experience in developing and delivering a comprehensive education program
- Ability to develop timelines, goals and benchmarks
- Ability to develop tools in order to assess, monitor and measure success, including the dissemination and application of lessons learned
- Ability to speak and write clearly and concisely in English. There is a preference for the candidate to have the ability to speak and write clearly and concisely Spanish as well.
- Ability to work with diverse groups of residents, as well as town and state officials, attorneys, engineers, and other professionals
- Working understanding of budgeting and real estate financing
- Knowledge of Robert's Rules of Order

- Proficient in Microsoft Office and Excel as well as Google Workspace
- Comfortable speaking in front of large groups
- Calm demeanor; able to think on one's feet and perform under pressure during difficult interpersonal conflict
- Plans ahead, able to complete tasks and meet tight deadlines.
- Attention to detail
- Able to understand and manage multiple complex tasks, including adaptation of training materials as necessary
- Works collaboratively & professionally, self-motivated, flexible, enthusiastic
- A commitment to working in a bicultural/bilingual environment
- Have a valid driver's license and access to reliable transportation. This position will require regular and frequent travel to resident-owned communities across the state and will regularly require weeknight and weekend work. Out of state travel to conferences, trainings and meetings is periodically required.

WORK ENVIRONMENT

- This is currently a hybrid position with employees working primarily from the home and the office.
- Work is in an indoor, office setting. May occasionally require meeting at or visiting project sites in various settings throughout the state.
- This position requires regular travel both in state and to trainings and/or conferences out of state, which may include day and evening work.
- CASA's work culture is inclusive, equitable, and collaborative. CASA makes transparent and shared decisions, and cultivates staff through professional development.
- CASA encourages and supports staff involvement in both internal and external committee work during regular work time. Internal committees include: Equity Committee, Health, Safety & Wellness Committee, Sister Adele Scholarship Committee and Fun Committee.

PHYSICAL AND SENSORY CAPABILITY REQUIREMENTS

The following capabilities are required in order to perform the essential functions of this position. Reasonable accommodations that do not create an undue burden on the company are available to address the following requirements:

- Ability to: stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl;
- Lift, carry, and place items of up to 25 pounds;
- Maintain sustained concentration on computer screens;
- Use keyboards and a variety of computer peripherals

CASA is an equal opportunity employer. All applicants will be considered for employment regardless of race, color, religion, sex, sexual orientation, gender identity, national origin and veteran or (dis)ability status. CASA of Oregon also complies with federal and state (dis)ability laws and makes reasonable accommodations for applicants and employees with (dis)abilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the department director.