Job Description | Technical Assistance (TA) Manager

This position is classified as Exempt and Full-Time, reports to the Manufactured Housing Cooperative Development Center (MHCDC) Senior TA Manager and is a union position represented by CWA Local 7901.

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 principal tasks of the MHCDC Technical Assistance Manager is to provide oversight of all post-purchase activities in the manufactured housing communities that CASA has assisted and will help ensure that each resident-owned community in their portfolio receives timely and appropriate technical assistance, as well as provide guidance to the cooperatives in compliance issues. This position requires extensive travel throughout the state to meetings during the day and evenings.

POSITION DUTIES and RESPONSIBILITIES

- Facilitates and manages ongoing board member leadership development and training by attending monthly cooperative board meetings. Training topics include, but are not limited to:
    - Cooperative board leadership and governance
    - Cooperative board and member duties and responsibilities
    - Community organizing and communication with cooperative members
    - Advises on the establishment and management of cooperative committees
    - Short and long-term capital improvement planning
    - Assistance with marketing around vacancies and fair housing requirements
    - In-depth financial and community organizing training
- 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
- Liaises with 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
- Assists cooperative board members with identifying resources (money, contractors, and professionals) to address any issues with the operations or maintenance of the park
- 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
- Identifies performance and project issues as they arise; negative financial condition or trending, adequacy of reserve funding and implement strategies to correct
- Facilitates reserve fund transfer requests

- When appropriate, cross-trains the cooperative organizer to assist community residents with the formation of a non-profit cooperative in order to purchase and operate their manufactured home community as a resident-owned community
- Creates benchmarks and monitors benchmark-compliance to ensure board and property optimum performance
- Maintains effective relationships with community and industry groups, including partners, investor, lenders, and regulatory bodies
- Updates, reports on and maintains data regarding their portfolio of coops, for CASA, ROC USA, state funding agencies and others who support the network
- Other duties as assigned

QUALIFICATIONS

Education/ Experience: AA in accounting, housing, planning, organizational development, business, or related field is preferred. Experience leading and or working with boards and cooperatives may be substituted for education. One to three years' experience in property management, affordable housing development or asset management, and experience working with individuals and families from varying economic and social backgrounds, nonprofits, community representatives, lenders and other stakeholders in the development process; or experience with cooperatives and/ or cooperative development.

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

ADDITIONAL REQUIREMENTS

- A thorough knowledge of and demonstrated experience in affordable housing development and finance
- Familiarity with, or experience in, community organizing
- A good understanding of proformas, operating budgets and operating statements is preferred
- A good understanding of asset management is preferred
- Strong people skills and emotional intelligence
- A commitment to working with people from varying economic and social backgrounds
- Familiarity with the cooperative model
- Experience with leadership development and board of directors trainings
- A demonstrated capacity to work with persons with diverse personalities and communicate information necessary to complete projects
- A demonstrated ability to plan and manage multiple projects effectively and efficiently
- A demonstrated capacity to work independently and perform complex tasks with minimal supervision
- Effective oral and written communication skills
- Proficiency with MS Excel, MS Word and a familiarity with Google Workspace is preferred
- A commitment to working in a bicultural/bilingual environment
- Strong preference for bilingual Spanish/English language fluency
- Dispute and Conflict resolution skills
- Have a valid driver's license and access to appropriate transportation

This position will require regular monthly travel to resident-owned communities across the state and will regularly require weeknight and weekend work

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.
- An Oregon driver license and a dependable vehicle is a requirement for this position.
- 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.

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