Position: Director of Property Management Services  
Location: Remote  
Reports to: Director, ROC USA Network  
Status: Full-time, Exempt

Company Summary  
ROC USA® is a national non-profit social enterprise whose mission is to make quality resident ownership viable nationwide and to expand economic opportunities for homeowners living in manufactured home communities. We make a meaningful impact on the lives of the people who live in resident-owned communities. We’re a fun and growing team, and the Director of Property Management Services is an important contributor to the tremendous work we’re doing.

Position Summary  
ROC USA seeks to improve the overall quality and consistency of local property management services being provided to resident-owned communities (ROCs) within its national network. Subpar third-party property management outcomes include unnecessary operating and financial costs, inaccurate reporting, and poor customer experience. The Director of Property Management Services is responsible for developing, executing, and maintaining a national system to improve property management services in all ROCs that are part of the ROC USA Network. Critical to the effectiveness of the Director is both a recognition that ROCs are democratic and make independent decisions relative to vendors and other matters and a comfort-level working as coach and trainer to ROC Boards as they fill and manage the property management function. This position requires the ability and desire to travel (COVID-19 conditions permitting) to ROCs and ROC USA events via car or plane approximately twice a month, on an as needed basis. Work hours tend to be flexible due to meeting with ROC boards as well as Property Managers on nights and weekends when needed.

Essential Functions  
- Work directly with Certified Technical Assistant Providers (CTAPs), ROC Boards, as well as staff at ROC USA Network, ROC USA Capital, and ROC USA on developing and implementing scalable systems to third-party property management selection, on-boarding, training, performance evaluation and contract management.
- Review, modify, and improve system for collecting, reviewing, and analyzing monthly ROC financial performance as well as system for sharing easy to read financial analysis with the ROC boards and CTAPs. This includes developing and hiring for the new position of Property Financial Analyst.
- Review, modify, and improve a system for vetting and selecting property managers.
- As ROC USA Network expands into new states and new markets, seek out, recruit, and vet prospective property management firms for ROCs.
- Develop a system for onboarding property managers.
- Lead on the development of the training agenda and strategy for ROC Boards, Certified Technical Assistant Providers, and property managers in the specific areas of co-op property management and financial management. This work will be in coordination with the Director of Training and a part of ROC USA’s national training and development system.
- Monitor performance and intervene to assist in under-performing situations, including responding in a timely manner to property management crises that present the potential for high-risk.
Develop, implement, and oversee annual property management company review as part of annual borrower review.
Other duties as assigned or required.

Requirements
- Self-motivated, results oriented, problem solving individual who can develop and execute the national property management system with limited oversight from supervisor.
- Detail oriented and effective working remotely and in-person with teams and team members from a range of fields, perspectives and educational backgrounds.
- Highly respectful of people in all settings and from diverse backgrounds and experience levels.
- Strong communication skills, customer service orientation, and desire to interact with people via phone and in person.
- Superior organization skills and dedication to completing projects in a timely manner.
- Proficiency in MS Office with expertise in Microsoft Word, Excel, and PowerPoint. Experience with Salesforce CRM is particularly useful to this position.
- Ability to navigate a business consultant role with affiliates, borrowers, and third-party vendors who are not contractually B2B clients.

Education and/or Experience
- 5+ years’ experience in property management at management-level including contracts, budgets, accrual accounting, and personnel.
- 5+ years’ experience in training and/or business consulting.
- 2+ years’ experience in regional or national company (strong understanding of scalable systems).
- 2+ years’ experience leading and supervising staff.
- Associate degree or higher or an equivalent combination of education and experience in an office environment.
- Preference for English and Spanish fluency.
- Preference for 1+ year experience working remotely.

Communication Skills
Ability to clearly and effectively communicate by telephone, in written form, e-mail, and in person. Ability to support customer needs and opportunities and promote a collaborative environment with customers, management, vendors, and/or peers. Ability to work on projects and tasks from multiple departments at once. Ability to manage multiple stakeholders in a way that empowers resident owners. Preference for English and Spanish fluency.

Mathematical Skills
Ability to perform moderate math functions and calculations. Strong understanding of basic accounting principles.

Reasoning Ability
Ability to solve complex problems and deal with a variety of unknown variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Physical Demands
While performing the duties of this job, the employee is frequently required to walk, sit, stand, and use a computer and mobile phone. This position requires the ability and desire to travel (COVID-19 conditions permitting) to resident-owned communities and ROC USA events via car or plane approximately twice a month on an as needed basis. The employee will frequently be required to lift and move up to 25 pounds.

Work Environment
While performing the duties of this job, the employee is expected to have a home work space free from distractions and equipped with high speed internet with bandwidth capable of handling high quality video and audio conferencing.

ROC USA, LLC, ROC USA Network and ROC USA Capital are Equal Opportunity Employers.

Resident Ownership Network, LLC (d/b/a “ROC USA Network”) is a wholly owned subsidiary of ROC USA, LLC.