

RIVERTON COMMUNITY HOUSING JOB DESCRIPTION

JOB TITLE:	Community Engagement Manager
JOB CLASSIFICATION:	Full-time
REPORTS TO:	Executive Director and Director of Housing and Co-op Services
SUPERVISES:	N/A

POSITION PURPOSE

The Community Engagement Manager is responsible for enhancing member engagement and expanding opportunities for co-op members by identifying and addressing educational needs that enable members to conduct the business of the cooperative effectively, strengthen their leadership and problem-solving skills, and meet the objective of building a sense of community within the cooperative and surrounding community.

Responsibilities include facilitating activities and teaching skills designed to foster leadership and community engagement among members of the cooperatives and their boards to assuring that the communities operate on a democratic basis that adheres to sound property management principles and the cooperative's operating legal documents while fostering the growth of strong communities.

PRIMARY RESPONSIBILITIES

1. Cooperative Board Education and Support

- a) Develop meaningful, trust-based relationships with members within the Riverton co-ops and between Riverton management
- b) Lead in the education of co-op boards regarding RCH's mission and values and how to effectively govern the co-op and serve its residents
- c) Serve as a resource to the Boards of Directors and committees at their meetings to ensure consistent and accurate information is available for decision-making
- d) Work with staff and cooperative boards on an ongoing basis to develop policies and guidelines for the use of the buildings and grounds
- e) Assist cooperative boards to identify concerns and issues affecting the cooperative, educate members on how to develop strategies and action plans, encourage members to follow through and assess results
- f) Collaborate with Community Managers to identify and arrange board training opportunities to improve cooperative board functions, duties and business practices. This includes but is not limited to new member orientation, board officer training, board development training, retreats, special workshops and member recognition
- g) As appropriate, seek funding or other necessary resources to support the cooperative program
- h) Participate in ensuring that Board members are receiving adequate levels of support from RCH staff and ensure that member activities are efficiently advertised and made available to all members
- i) Lead member retention efforts with the goal of retaining members year after year. Collaborate with Community Managers, Leasing Manager, Director of Housing and Cooperative Services and Executive Director

2. Cooperative Board Membership

- a) Assist the cooperative Boards in recruiting, orienting and supporting Board members who represent and/or serve the diverse membership of the cooperatives

- b) Assist Boards in recruiting new co-op board members, applying various techniques including member questionnaires and member contacts to identify prospective Board candidates
- c) Attend Annual Membership meetings as well as Board and Committee meetings for each co-op

3. **Cooperative Board Administration**

- a) Serve as a liaison between co-op boards and Riverton staff by providing accurate and timely information on co-op meetings, concerns and plans to appropriate staff and Board members
- b) Attend all co-op Board and committee meetings; record meeting discussions and decisions and provide written summaries for Riverton staff
- c) Assist the co-op Boards to ensure up-to-date and accurate corporate records and documents for the cooperatives are maintained, including but not limited to the Articles of Incorporation and By-laws, corporate minutes, and policy and operation handbooks

4. **Cooperative Engagement**

- a) Establish and maintain up-to-date bulletin boards, digital display, social networking and other means of communication for each cooperative, to include but not limited to resources on governance, policies, and cooperative background information
- b) Assist co-op boards in organizing social events (i.e. barbecues, movie nights, gardening activities, etc.). Attend events as appropriate
- c) Coordinate co-op board member attendance, travel, accommodations, registration at NASCO conference and other local training opportunities
- d) Act as a resource for educating co-op members about the history and theory of the cooperative movement and relevant social issues
- e) Participate in the formation of a network of other cooperative organizations locally and nationally to share information and resources that mutually benefit the Riverton co-op organizations

5. **Riverton Activities**

- a) Coordinate with Leasing Manager to participate in Housing Fairs and other tabling or in person events to showcase our properties and co-op advantage.
- b) Assist with calls for leasing, providing tours, information during high demand periods and as backup.
- c) Assist with Administrative functions at the Riverton and Franklin offices to provide backup coverage to the team as needed. Responsibilities include but not limited to answering phone, issuance of vendor or residents' keys, collecting mail, creating work orders, problem solving with residents and other basic office operations
- d) Coordinate and plan Riverton monthly All Staff events and activities
- e) Serve as staff support for the Riverton Board of Directors Stakeholder Committee
- f) Attend Riverton Board meetings and Riverton Leadership Team Meetings, as requested or needed
- g) Participate in the annual budget process with management and co-op boards
- h) Manage the overall member experience from initial member application, lease renewals, move out experience to alumni status with a focus on member engagement and retention year after year.
- i) Become the Riverton expert on the diversity of housing cooperative models and maintain a network of other cooperative contacts and related organizations.
- j) Assist in the development of cooperative related initiatives within and outside of the organization

SECONDARY RESPONSIBILITIES

- a) Represent Riverton and promote its mission through public speaking opportunities at events and/or training and seminars as needed
- b) Perform special projects and other related activities as requested by the Executive Director and Director of Housing and Member Services and/or other members of the Management Team

EDUCATION AND EXPERIENCE REQUIREMENTS

- 2 or more years of post-secondary education in related field, undergraduate degree preferred
- 2 or more years residential property management, leasing, sales or related experience preferred
- Experience working with boards of directors, volunteers, etc. preferred
- Experience in and knowledge of Property Management Practices.
- Proficient in Microsoft Suite and able to rapidly acquire skills in Property Management Software
- Able to communicate effectively in person and in writing in the English language.
- Comfortable speaking in front of groups.
- Comfortable with or able to attain comfort in financial concepts and budgeting.
- Must have reliable personal transportation and valid driver's license/insurance for regular travel between our properties.
- Familiarity with the co-op movement and other social justice movements, experience with other co-op and/or non-profit organizations preferred.

SKILLS

- Must possess excellent verbal communications, interpersonal skills as applied to interaction with coworkers, supervisor, general public, community and government organizations as well as to communicate professionally with Board members and tenants
- Ability to acquire knowledge of laws governing rental property and tenant's rights in order to be an informational resource to Boards and tenants.
- Excellent organizational skills and an ability to set priorities, plan work activities for self and Boards, and meet deadlines.
- Ability to coordinate, plan and organize events and activities for the co-op boards, members and Riverton staff
- Must be self-directed, highly motivated and able to work effectively independently or on a team.
- Maintain high levels of computer skills (especially Microsoft office suite), and ability to quickly master new programs.
- Ability to provide customer service in a friendly, courteous, flexible and responsible fashion to a wide variety of residents.
- Ability to mentor and assist others to acquire knowledge, concepts or skills
- Ability to work independently or on a team.
- Flexible work hours requiring work in excess of 40 hours/week, if necessary. Must be willing to work evenings and attend events/meetings on weekends as needed.
- Work effectively and respectfully with individuals without regard to race, color, creed, religion, national origin, marital status, political affiliation, sexual orientation, status with regard to public assistance, membership or activity in a local commission, disability, sex, age and/or any other protected classification of individuals.

PHYSICAL REQUIREMENTS

- Must possess visual acuity to read and work on detailed documents, reports and other communications on the computer and in hard copy.
- Must be able to hear, speak and effectively communicate in the English language in order to communicate with people inside and outside the organization verbally and/or in writing.
- Physical ability to move inside and outside of all parts of Riverton's residential buildings and grounds on varied terrain, climbing indoor and outdoor stairs, in all MN weather conditions on a regular basis

TOOLS AND EQUIPMENT USED

- Incumbent must be able to use multi-line telephone, calculator, copy machines, computers, and other office equipment
- Incumbent must be able to drive a personal vehicle, possess a valid driver's license and up-to-date insurance coverage, in order to drive to properties, community meetings, activities and events

WORK ENVIRONMENT

- Incumbent primarily works in an indoor office setting. Incumbent must be able to go outside in all MN weather conditions and varying temperatures to visit properties, attend off-site meetings and events.

ACKNOWLEDGMENT

The undersigned have reviewed and agree with the above job description.

Manager of Cooperative Services

Date

Director of Property Management

Date

This job description does not necessarily list all the functions or accountabilities of the job. Employees may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.