

ASSISTANT COMMUNITY MANAGER

PURPOSE OF THE POSITION:

The Assistant Community Manager position is responsible for assisting the Community Managers in the management of the day to day operations of the communities in the assigned portfolio. The Assistant Community Manager must comply with established policies and procedures.

SCOPE:

The Assistant Community Manager reports directly to the Senior Manager and is responsible for providing support to managers in the assigned portfolio. This includes, but is not limited to, creating letters and newsletters as directed by the community managers, updating websites, responding to vendor and homeowner calls and emails, keeping detailed spreadsheets and generating reports.

WORK EXPERIENCE:

Prior experience in property or facilities management is preferred but not required. B.A. in Property/Facilities Management, Urban Planning or Business Management may be substituted for work experience. Experience working in customer-focused and fast-paced professional environment.

RESPONSIBILITIES:

General support to Community Managers

Main Responsibilities:

- Updating community websites
- Generating monthly financial reports
- Organizing bids, contracts and other community documents
- Follow up calls and meetings with vendors

Board and homeowner correspondence

Main Responsibilities:

- Responding to homeowner inquiries via telephone or email
- Sending and tracking violation letters
- Sending and tracking architectural request responses
- Creating community newsletters
- Creating and tracking maintenance work orders
- Updating homeowner account notes

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge:

This position requires knowledge in the following areas:

- A general knowledge of HOA governing documents
- Knowledge of financial reports

- Ability to maintain a high level of accuracy and organization dealing with homeowner accounts and correspondence

Skills:

The incumbent must possess the following skills:

- Excellent interpersonal skills
- Analytical and problem solving skills
- Effective verbal and listening communication skills
- Attention to detail and high level of accuracy
- Very effective organizational skills
- Computer skills including the ability to operate spreadsheets, word processing programs, e-mail at a high proficiency level and type a minimum of 40 wpm

Personal Attributes:

The incumbent must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be flexible
- Demonstrate sound work ethics

WORKING CONDITIONS:**Physical Demands**

The Assistant Community Manager may spend long hours sitting and using office equipment and computers but will also require walking community inspections. This position also requires some lifting of supplies and materials from time to time.

Environmental Conditions:

This position is located in a busy, open area office. The incumbent will be faced with interruptions and must meet with others on a regular basis.

Mental Demands:

There are a number of deadlines associated with this position, which may cause stress. The incumbent must deal with a wide variety of people on various issues.