



## Community Manager

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### **JOB SUMMARY:**

Association management company seeks team member for the role of Community Manager. Qualified candidates have strong relationship building capabilities, proven problem-solving skills, are organized and can think quickly on their feet.

### **SCOPE:**

The Community Manager position manages the daily operations of the communities in the assigned portfolio.

### **RESPONSIBILITIES:**

- Maintain client relationships with the Boards by serving as a liaison between the Boards and the management company
- Attend and coordinate 1-2 meetings per week (Monday – Thursday, occasional evenings) - annual, board and special meetings (an occasional Friday or Saturday meeting may be necessary throughout the year)
- Prepare agendas and meeting packets
- Monitor homeowner assessment delinquencies and oversee collection efforts
- Coordinate with accounts payable for timely processing and approval of all invoices
- Maintain open communication with customer service team and assigned community specialist to ensure timely response to homeowner questions, requests, and concerns
- Review monthly financial packets for needed edits, release to board members after finalizing
- Coordinate association maintenance needs with both internal support and external vendors
- Prepare annual budget by analyzing prior expenditures and assessing new expenditure needs
- Maintain all communications with the Boards; creating monthly reports and action item lists
- Maintain past and current association records relating to the operation and management of the Association
- Perform regular site visits to maintain knowledge of the community, administer compliance procedures and oversee maintenance
- Coordinate community standards tours with assigned community specialist
- Process homeowner communications report items to boards in a timely manner
- Covenant interpretation and consultation

- Respond to all action items within approved timelines
- Other duties as may be assigned

## **KNOWLEDGE, SKILLS & ABILITIES:**

### **Knowledge:**

The position requires knowledge in the following areas:

- Basic understanding of accounting
- Understanding of Microsoft products

### **Skills:**

The incumbent must possess the following skills:

- Effective verbal and listening communication skills
- Excellent interpersonal skills
- Analytical and problem-solving skills
- Very effective organizational and time management skills
- Computer skills including the ability to proficiently operate spreadsheets, relational databases, word processing programs, and e-mail as well as type a minimum of 45 wpm

### **Personal Attributes:**

The incumbent must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be flexible and adaptable
- Demonstrate sound work ethics
- Pleasant demeanor
- Good sense of humor

## **EDUCATION & WORK EXPERIENCE QUALIFICATIONS:**

Two years minimum work experience in Community Association Management, Property Management, Hotel & Hospitality, Retail Management or customer service industry. Additional salary for CMCA, AMS PCAM and/or related college degree. Experience working in customer-focused and fast-paced professional environment.

**To Apply:** Email Letter of Interest, Resume & Wage Requirements to [\*\*jobs@hoaliving.com\*\*](mailto:jobs@hoaliving.com).