



## Community Specialist

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### **JOB SUMMARY:**

Association management company seeks team member for the role of Community Specialist. This position plays a critical role in delivering exceptional service to the clients we manage. Qualified candidates have strong customer service skills, are organized, work well in a team setting and have the ability to learn from experience. The Community Specialist must comply with the established policies and procedures.

### **SCOPE:**

The Community Specialist reports directly to the Senior Community Specialist, while taking direction and performing tasks as requested by their assigned Community Manager and Director of Community Management as well as periodic requests from other executive staff members. This position is responsible for providing support to managers in the assigned portfolio. This includes, but is not limited to, communications (oral and written), generating documents and organizing electronic records.

### **RESPONSIBILITIES:**

#### Board Member & Homeowner Correspondence

- Responding to homeowner inquiries telephone, action items or other
- Updating homeowner account notes
- Sending and tracking violation letters through Vantaca
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- Creating community mailers
- Creating and tracking maintenance work orders through Vantaca

#### General Support to Community Managers

- Assist Community Managers in all functions
- Periodically attend board, annual or special meetings (2-3/month)
- Track insurance renewals and bids through Vantaca
- Scanning and electronic filing of documents
- Perform community standards tours as scheduled with manager – clean driving record required
- Organize bids, contracts and other community documents
- Coordinate special mailings
- Assist in vendor management tasks

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

**Knowledge:**

The position requires knowledge in the following areas:

- General knowledge of HOA governing documents
- Understanding of Microsoft products
- 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
- Very effective organizational 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:**

Prior experience in office administration, customer service, real estate, property or facilities management is preferred but not required. Experience working in a customer-focused and fast-paced professional environment.

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