



Onsite Community Manager

JOB SUMMARY:

HOALiving Minnesota seeks a team member for the role of Onsite Community Manager. The Onsite Community Manager has complete oversight of the day-to-day operations of a large-scale community association of 1000+ units. Qualified candidates have strong relationship building capabilities, proven problem-solving skills, are organized and can think quickly on their feet. This position will hold regular office hours, Monday through Friday, typically 9:00 am to 5:00 pm. However, flexibility is key to meeting the needs of the board, residents, vendors and employees. The Onsite Community Manager will work with other staff and vendors to ensure that all emergencies are addressed in a timely manner which may require some work after normal business hours. Though a direct employee of the management company, the Onsite Community Manager will work at the direction of the Board as a whole.

SCOPE:

The Onsite Community Manager oversees the operation, maintenance, management, cleaning, renewal, replacement, care and upkeep of both the common facilities and areas of association maintenance responsibility. Dedicated solely to one community, the Community Manager enforces compliance with the governing documents while maintaining a cordial relationship with owners, tenants, contractors, vendors and employees.

RESPONSIBILITIES:

- Work cooperatively and manage onsite staff members
- Maintain client relationships with the Boards by serving as a liaison between the Boards and the management company
- Attend and coordinate annual, board and special meetings
- 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 other onsite staff 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 assistant manager
- 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 with CMCA designation.

To Apply: Email Letter of Interest, Resume & Wage Requirements to jobs@hoaliving.com.