



## **ASSISTANT COMMUNITY MANAGER**

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### **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 their assigned Community Managers, the Lead Assistant Community Manager, the Director of Community Managers, and all other executive staff and is responsible for providing support to managers in the assigned portfolio. This includes, but is not limited to, communications and generating documents.

### **WORK EXPERIENCE:**

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

### **RESPONSIBILITIES:**

Board member and homeowner correspondence

Main Responsibilities:

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

General support to Community Managers

Main Responsibilities:

- Assist Community Managers in all functions
- Attend Meetings (2-3/month)
- Insurance (bids & tracking)
- Scanning/filing
- Updating community websites
- Generating monthly financial reports
- Community inspections
- Organizing bids, contracts and other community documents
- Special mailings
- Vendor management

## **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.