

COMMUNITY COMPLIANCE INSPECTOR

PURPOSE OF THE POSITION:

The Community Compliance Inspector position is responsible for assisting the Community Managers & Assistant Community Managers in the conducting of inspections of individual homes/units in managed communities to determine conformance with the applicable covenants and policies.

SCOPE:

The Community Compliance Inspector reports directly to the Community Management Team, and all other executive staff and is responsible for providing compliance support.

WORK EXPERIENCE:

Prior experience in an area related to community associations, zoning, code enforcement, planning, community development, or land use programs is preferred but not required. Experience working in customer-focused and fast-paced professional environment.

RESPONSIBILITIES:

- Responds to compliance complaints in a timely manner; checks governing documents to identify accuracy of violation.
- Conducts field inspections to investigate complaints; takes photos of violations and advises owner of the violation.
- Sends violation notices to owners and/or tenants advising them of the violation and allows a reasonable period of time to comply.
- Answer owner questions about compliance/violations in the office or via email/telephone in regards to violations; ensures that information provided is accurate and complete.
- Tours communities to identify violations and to conduct inspections.
- Must follow all rules of telephone courtesy in all telephone communications.
- Will be required to drive a corporate vehicle for inspections.
- Performs other duties as assigned.

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

Capable of working closely with others or alone, working long or irregular working hours, working shift work and/or weekends and traveling by car 90% of the time. Ability to operate a motor vehicle and office equipment; Work requires moderate carrying and lifting (15-44 pounds), simple grasping, sitting, standing, walking, and reaching above shoulders. Ability to see, write, read, count, identify shade of colors, perceive depth, and hearing is needed to perform the essential functions of this job.

Environmental Conditions:

Work is performed inside and/or outside an office. Work may be exposed to a variety of weather conditions and outdoor elements, such as heat, and inclement cold weather.

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.