

Job Title: Community Manager Assistant

Reports To: Office Manager

Supervises: None

Job Description:

The Community Manager Assistant is responsible for assisting the Office Manager, Association Manager, and Community Manager in the overall administrative operation of the properties managed by the management company and the day-to-day implementation of policies, procedures, and programs that ensure well-managed, well-maintained communities.

Responsibilities:

The Community Manager Assistant reports to the Office Manager to assist in the management of associations and specifically for the following functions:

- Direct contact/communication with homeowners, board members, contractors, engineers, and real estate professionals.
- Respond to owners disputes, emails (forward to the manager and/or board if necessary)
- Conduct delinquency control and assist in managing the collection process.
- Prepare meeting materials, notices, memos, other correspondence & mailings, meeting packets, and community newsletters and updates.
- File association documents and keep accurate records, as well as maintaining the official records for the association.
- Assist the Community Manager in organizing, scheduling, and conducting board meetings, annual meetings, and community events.
- Monitor association communities and assist with covenant enforcement.
- Contact and place service orders with maintenance staff or specialty vendors/contractors.
- Solicit bids for maintenance work. Coordinate and schedule routine maintenance.
- Enter violation letters (Some of which will require form letters to be created, and CCR Codes to be entered into management software) and prepare letters for mailing.
- Enter and update Architectural changes and status in management database.
- Compile data and assist in meeting preparation.
- Receive, enter, and process Work Orders.
- Receive, enter, and process Architectural Requests for Change.
- Update and maintain community information.
- Work with website team to make changes/updates to HOA websites. (i.e. posting of bids and proposals to Board Documents section for review prior to meetings.)
- Maintain homeowner database per resident info sheets and written updates.
- Assist in creating board packets for monthly meetings.
- Assist the Bookkeeper with various bookkeeping functions for each association.
- Assist with any other assignments delegated by the Office Manager and Community Manager.
- Assist in drafting correspondence to homeowners for mass mailings, email bulletins, etc.
- Assist at annual meetings as required.
- Assist and performs other duties as assigned.

Skills & Position Requirements:

- Must be proficient with computer programs needed for this specific position including work processing, spreadsheets, email/calendar programs, management and accounting programs.
- Must be punctual, efficient, an independent worker, a detail oriented person and possess good work habits.
- Demonstrate organizational skills and ability to work independently and prioritize daily workload.
- Must be able to perform and/or manage multiple tasks, projects and priorities concurrently with a positive attitude and approach.
- Ability to work under deadlines and consistently meet deadlines.
- Demonstrate effective and professional communication skills (oral, written and listening).
- Must maintain confidentiality.
- Self-motivated, proactive, detail oriented and a team player.
- Time management and time critical prioritizations skills.
- Must possess superior customer service skills
- The ability to speak in front of both large and small groups when necessary.
- Must possess and use good interpersonal skills with other employees and the public.
- A general knowledge of finance and accounting is helpful.
- Spanish speaking a plus

Benefits:

- Employee insurance
- Retirement plan after one year
- Holiday pay after probationary period
- Room for growth and opportunity for advancement, including acquiring designation of CMCA

Qualifications:

The Assistant shall have good organizational skills and possess the ability to multitask. An understanding of community management is a plus. Additional training courses may be needed in the management field.

Frequent travel between communities in the portfolio will be required, so candidates must have a valid state driver's license.