

Job Title: Community Manager I

Reports To: Office Manager

Supervises: None

Job Purpose:

The Community Association Manager is responsible for managing the day-to-day operations of a portfolio of community associations. The Community Association Manager is the go-to source for every issue related to the community associations in their portfolio, and must be aware of and able to speak authoritatively on every project and task in the community, from accounting to capital improvements to homeowner relations.

Responsibilities:

- Provide executive direction of day-to-day and long-term operations of the association.
- Direct and participate in the preparation of association procedures designed to implement board-adopted policies.
- Direct the association's fiscal matters through the controller.
- Review studies, reports and correspondence related to the operation of the association.
- Achieve the goals and objectives of the association as set forth in the governing documents;
- Ensure that the policies, resolutions and other acts of the board are carried out;
- Prepare, implement and oversee the association's annual budget;
- Keep the board regularly informed of the associations fiscal, financial and operational health;
- Negotiate all association contracts, subject to the board's approval;
- Ensure proper maintenance of the association's property and capital equipment;
- Oversee all association projects, programs and community relations;
- Act as association liaison with all local and state governmental authorities and bodies;
- Ensure education opportunities for staff, board members and community residents;
- Ensure compliance with architectural and design covenants;
- Keep full and complete membership, financial and administrative records for the association; and
- Performs other duties as assigned.

Requirements:

The Community Association Manager should possess solid business experience with a general knowledge of organizational techniques and the ability to coordinate a wide variety of activities.

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

Knowledge / Competencies

- Principles and practices of management, including planning, organizing and assigning work, delegation of authority and accountability management.
- Establishing and implementing long term planning and organizational goals and objectives.
- Principles and practices of budget and resource planning and management, including budget preparation and management, revenue planning and management, purchasing and contract planning and administration.
- Laws, codes and regulations affecting association operation.
- Personnel management practices including the selection, training and development, appraisal, recognition and reward of employees, relying upon applicable laws and regulations.
- Functions, authorities and responsibilities of local government agencies.
- Familiarity with the basic operations of community associations.

- Operational knowledge of management specific software strongly preferred (eg. TOPS Software)

Skills

- Planning, organizing, managing and integrating work at the executive level.
- Ability to delegate and supervise community related tasks.
- Working effectively with elected boards of directors, homeowners, local governmental agencies, contractors, insurers and others.
- Planning, establishing and implementing long and short term goals, objectives and accountabilities.
- Evaluating, monitoring, planning for and implementing maintenance and construction needs and projects.
- Overseeing and monitoring fiscal and revenue activities.
- Communicating effectively orally and in writing, including preparing written reports' and making presentations.
- Analyzing complex technical and administrative problems, evaluating alternatives and effective courses of action.

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 Community Association Manager shall have good organizational skills and possess the ability to multitask. An understanding of community management is needed and additional training courses may be required in the management field.

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

Preferred, but not required: Prospective should have a minimum of one year specific experience in the HOA industry, but not required. Industry designation such as CMCA (Certified Manager of Community Associations) or a state equivalent certification is a plus.