



# ASSOCIATE COMMUNITY ASSOCIATION MANAGER

## JOB DESCRIPTION

The Associate Community Manager is non-exempt, salaried position. The Associate Community Manager is responsible for the day-to-day operations for a portfolio of community associations. The Associate Community 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.

The position affords flexibility and the opportunity to work from home on most days. The community manager sets their own schedule, manages their deadlines and is held responsible for client relationships and client retention for the accounts they serve.

## RESPONSIBILITIES

The Associate Community Manager is a liaison to the board of directors for the general administration of the associations they manage. Based upon the specificity in each association's contract, the manager may be responsible for some or all of the following functions:

- Provide direction and oversight 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 in collaboration with the association board members and the staff accountant
- 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;
- Secure vendors and manage RFP process for association repairs and projects;
- 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 compliance with architectural and design covenants; and,
- Keep full and complete membership, financial and administrative records for the association.
- Respond to homeowner inquiries

- Responsible for meeting planning and meeting attendance

## REQUIREMENTS

The Associate Community Manager should possess solid business experience with a general knowledge of organizational techniques and the ability to coordinate a wide variety of activities. Should have experience in the HOA industry or comparable experience in a fast paced, multi-priority work environment. Manager must be able to juggle priorities, be responsive and have strong computer and customer service skills.

A means of transportation for travel between communities is required; candidates must have a valid state driver's license and proof of insurance. Manager will need access to high-speed internet connection during work times for soft phones and computer access.

The Associate Manager must be available to work occasional nights and weekends.

## 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.
- Functions, authorities and responsibilities of local government agencies.
- Familiarity with the basic operations of community associations.

## SKILLS REQUIRED

- Strategic thinking
- Ability to advise and lead groups of volunteers
- Planning, organizing, managing, and integrating projects.
- 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.
- Proficiency in or the ability to learn and become proficient in specific software such as: Outlook, Microsoft Office, VMS Software, Smartwebs, and Strongroom
- Analyzing complex technical and administrative problems, evaluating alternatives and effective courses of action.
- Customer service skills and specifically the ability to diffuse a difficult situation.

- Project management skills for multiple projects, for multiple associations.

## COMPENSATION & BENEFITS

- The Associate Community Manager's annual salary is equivalent to 33.3% to 35% of the billed annual management fees for their client portfolio. The starting salary for this portfolio is \$54,000 - \$58,450 annually with estimated work hours of approximately 35-40 hours per week.
- Current client portfolio is comprised of 18 clients (880 doors). Manager will be expected to eventually add one or two additional clients to their portfolio, which would increase earning potential accordingly.
- Full time employees (32+ hours/week) are eligible for medical, dental and vision benefits.
- PTO is unlimited, but must be approved by immediate supervisor.
- All employees can contribute to a Simple IRA retirement account. Employer contributes after a 2-year vestment period.

## QUESTIONS? OR TO APPLY FOR THE POSITION:

- Contact Janet Biggs for more information: [janet@hoacommunitysolutions.com](mailto:janet@hoacommunitysolutions.com)