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## COMMUNITY MANAGER

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### PURPOSE OF THE POSITION:

The Community Manager position is responsible for managing the day-to-day operations of the communities in the assigned portfolio.

### WORK EXPERIENCE:

Two-years minimum work experience in Community Association Management, Property Management, Hotel & Hospitality or customer service industry. Additional salary for CMCA, AMS, PCAM and/or related college degree. Experience working in customer-focused and fast-paced professional environment.

### RESPONSIBILITIES:

- Attend and coordinate 1-2 meetings per week (held M - Th evenings) – annual, board and special meetings
- Coordinate with centralized accounts payable, accounts receivable, customer service, collections, internal maintenance and architectural review and enforcement departments
- Perform regular site visits in order to maintain knowledge of the community, administer compliance procedures and oversee maintenance
- Process homeowner communications and report items to boards in a timely manner
- Covenant interpretation and consultation
- Create resolutions, written community policies

### KNOWLEDGE, SKILLS AND ABILITIES:

#### 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 and time management skills
- Computer skills including the ability to operate spreadsheets, word processing programs, e-mail at a high proficiency level and type a minimum of 50 wpm
- Customer focused

**Personal Attributes:**

The incumbent must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be flexible
- Demonstrate sound work ethics
- Pleasant demeanor
- Good sense of humor

**WORKING CONDITIONS:**

**Physical Demands**

The 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. This position will require the incumbent to work 45-50 hours per week.