



ON-SITE COMMUNITY ASSOCIATION MANAGER – Northern Arizona

Reports to: Chief Operating Officer	Effective Date: November 2009
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FUNCTION AND ROLE: The On-Site (or dedicated) Community Association Manager is responsible for the performance of the personnel and the maintenance of the physical property of the Association in accordance with established company and Board policies and procedures. This position works with the Association Board of Directors, HOAMCO, an assigned Accountant, and other assigned staff, as necessary, to fully manage the ongoing operation of the community. The manager will actively support community values, vision and philosophies, while demonstrating a style of leadership that allows residents' needs to be met with a high level of satisfaction.

The On-Site Community Association Manager shall act as a liaison between HOAMCO, the Board of Directors and the community.

SUPERVISORY RESPONSIBILITIES: The On-Site Community Association Manager supervises all facilities, on-site maintenance and other personnel

REQUIREMENTS:

Education and Experience

- Associates Degree or other equivalent experience
- CMCA certified or higher management designation
- Minimum 4 years experience as a Community Association Manager or other management experience

Skills, Knowledge, and Abilities

- Working legal knowledge pertaining to common interest communities
- Excellent written and verbal communication skills
- **Ability** to multitask and manage priorities in an efficient and accurate manner
- Innovation and problem recognition and resolution abilities
- Strong initiative
- Ability to think critically and make independent decisions based on sound judgment
- Ability to work effectively and professionally with a diverse range of both internal and external contacts.
- Demonstrate positive and professional demeanor
- Project management and leadership skills
- High standard for customer service
- Proficient in Microsoft Office Applications

Working Conditions

- In addition to regular business hours, this position may require extended hours at night and/or weekends to travel and attend meetings, activities and events
- This position will work in an office setting and throughout community site

RESPONSIBILITIES AND DUTIES:

Management

- Acquire and maintain a full working knowledge of all applicable State and Federal Regulations pertaining to common interest communities and of the governing documents of the Association
- Develop and maintain a professional relationship with the Association Board of Directors.
- Facilitate long-term planning of the Association and refine, as required
- Facilitate and attend Homeowner Association meetings
- As needed, be available to meet with the Developer, Board of Directors, property owner(s) and/or other pertinent parties directly involved in the operations of the property



ON-SITE COMMUNITY ASSOCIATION MANAGER – Northern Arizona cont.

- Effective management of all on-site personnel to include personnel hiring, training, development, supervision, and evaluation
- Adhere to and ensure that all on-site personnel understand and adhere to all guidelines, policies and procedures established by the Association and HOAMCO
- Enforce use restrictions and regulations of each Association and related facilities
- Attend all appropriate HOAMCO training classes, meetings and seminars as requested
- At all times, conduct oneself in a professional, helpful, knowledgeable manner, so as to convey utmost professionalism

Administrative and Financial

- Maintain up to date records of all procedure tasks relating to the community
- Prepare annual budgets for Board review and adoption
- Review budgets and evaluate ways to improve service and/or cut expenses
- Create and prepare complete Board of Directors Packets and Agendas.
- Ensure timely and accurate preparation of various weekly, monthly, quarterly, & annual reports
- Answer electronic, paper, and telephone correspondence and respond to customer problem resolution issues in a professional and timely manner
- Adhere to, review, and/or approve the following items as specified by outlined procedures provided by the Association or HOAMCO, to include, but not limited to the following: budget variation, proposed expenditures, financial statements, filing systems, business correspondence, property maintenance, assessment collections, personnel requirements, employee time sheets, insurance, delinquent accounts, accident reports, etc.
- Facilitate upkeep of residential files and records, legal documents, property deeds, construction plans, member rosters, contracts, annual reports, meeting minutes, and all other relevant records
- Conduct regular audits to ensure that all office and maintenance procedures are being adhered to, including, audits of lease and office files, revenue collection procedures, cash and expense control, customer service programs, vendor relations and contracts, service request systems, various local, state, and federal government regulations, make-ready standards and preventive maintenance programs.
- Oversee the preparation and production of the monthly newsletter, if applicable.
- Purchase supplies, obtain bids and/or request the preparation of contracts as necessary

Maintenance

- Evaluate and oversee CC&R compliance process
- Oversee the entire property's upkeep to ensure a safe, clean, well-lit presentation with excellent curb appeal.
- Oversee the entire maintenance staff to ensure the ongoing preventative maintenance program is carried out
- Conduct physical inspections of all areas of the property in order to evaluate the condition relative to health, safety, risk management, asset preservation, customer service, and company standards.
- Manage vendors to include contracting, observing, procedure adherence, and evaluation
- Ensure that all procedures are being adhered to for vendors, service requests, and maintenance form logs
- As needed, review all on-site contract work

-Job duties may be modified as needed-