



Job Description

PORTFOLIO COMMUNITY ASSOCIATION MANAGER

Reports to: Chief Operating Officer

Effective Date: February 1, 2010

FUNCTION AND ROLE: The Portfolio Community Association Manager is responsible for the performance of the personnel and the maintenance of the physical properties or projects under his/her supervision in accordance with established company and Board policies and procedures. The Portfolio Manager maintains and retains community management accounts. The Manager will actively support respective 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 Portfolio Community Association Manager shall act as a liaison between HOAMCO and the assigned communities.

SUPERVISORY RESPONSIBILITIES: Supervises all on-site maintenance and other personnel, as necessary.

REQUIREMENTS:

Education and Experience

- Associates Degree or other equivalent experience
- CMCA certified or higher management designation
- Minimum 1-2 years experience as a Community Association Manager preferred, or other management experience

Knowledge, Skills 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 also requires presence on-site at the various associations

RESPONSIBILITIES AND DUTIES:

Management

- Acquire and maintain a full working knowledge of all applicable State and Federal Regulation pertaining to common interest communities and of the governing documents of each assigned Association
- Develop and maintain a professional relationship with the Board of Directors for each assigned Association
- Facilitate long-term planning for the Association and refine, as required

PORTFOLIO COMMUNITY ASSOCIATION MANAGER cont.

- Facilitate and attend Homeowner Association meetings
- Enforce use restrictions and regulations of Association and related facilities
- Attend all appropriate HOAMCO training classes, meetings and seminars as requested
- Obtains approval from the Board of Directors for property overrides, not including emergencies
- At all times, conduct oneself in a professional, helpful, knowledgeable manner, so as to convey utmost professionalism

Administrative and Fiscal

- Assist the Board of Directors preparing the annual budgets for each project
- Review budgets and evaluate ways to improve service and/or cut expenses
- Ensure timely and accurate preparation of various weekly, monthly, quarterly, and annual reports
- Create and prepare complete Board of Directors Packets and Agendas
- Answer electronic, paper, and telephone correspondence and respond to customer problem resolution issues in a professional and timely manner
- Furnish HOAMCO with valid copies of worker's compensation, liability insurance coverage, and executed written contract, if necessary, for any contractor prior to engaging it to perform work for any property managed by HOAMCO
- Maintain up to date records of all procedure tasks relating to the respective communities
- 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

Maintenance

- Evaluate and oversee CC&R compliance process
- Personally inspect exterior and common areas of each assigned project at least twice a month, and prepare written recommendations for physical repairs and/or replacements as required by the Board of Directors
- Review all contractual services annually and/or as needed
- Manage vendors to include contracting, observing, procedure adherence, and evaluation.
- Ensure that all procedures are being adhered to for vendors, contractors, service requests, and maintenance form logs
- As needed, review all on-site contract work.

-Job duties may be modified as needed-