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## ASSISTANT COMMUNITY MANAGER

### JOB DESCRIPTION

The Assistant Community Manager is an administrative level position with a large-scale property. The Assistant Community Manager (ACM) is an on-site position and is responsible for coordinating and maintaining homeowner relationships, overall positive community relations and assisting the General Manager with the oversight of office operations and the day-to-day property management of the Canterwood Homeowners Association. The successful candidate must be detail oriented, proficient in the use of technology, have strong emotional intelligence, organizational, communication, and leadership skills.

### RESPONSIBILITIES

The ACM reports to the General Manager and performs the following duties:

- Assist association residents with questions, comments and concerns.
- Maintain good rapport with property owners, responding promptly to their requests.
- Assist new owners with access to the Gate Key guest entry software, supply copies of Community Rules and Policies and issue remote access tags for the gate.
- Conduct new owner orientation sessions.
- Source vendors and place service orders with vendors/contractors.
- Coordination of visits, inspections, and appointments with vendors and contractors.
- Processing and coding invoices for vendors and services to ensure prompt payment.
- Assist with annual budget preparation to include soliciting input on budget needs from committees.
- Assist the General Manager with the compilation of materials for the auditor, reserve specialist and insurance broker.
- Work with the General Manager and HOA-CS Billing Department on delinquent homeowner accounts, referring to legal counsel when appropriate.
- Promptly handle telephone calls/requests and emails that are received onsite.
- Receive reports of rules violations and maintenance items needing attention and issue appropriate letters/fines in accordance with policy when indicated.
- Conduct regular site inspections of community for rules and maintenance violations.

- Communicate with security officers regarding security and access issues, maintenance problems and community rules violations.
- Assist in developing preventative maintenance schedules and tasks to be used for budgeting and prioritizing expenditures.
- File association documents and keep accurate records, as well as maintaining the official records for the association.
- Update Association website weekly with meeting minutes, other documents and add new owners to resident directory.
- Act as a liaison between the ACC Committee and residents. Receive and review ACC Applications for completeness. Prepare agendas for ACC Committee meetings. Attend all ACC Committee meetings as well as occasional site visits with the committee when indicated. Prepare all correspondence between the committee and homeowners. Keep complete and accurate records of all ACC correspondence with homeowners.
- Collaborate with the General Manager to prepare meeting notices, memos, other correspondence & mailings, meeting packets, and community newsletters and updates.
- Attend board meetings and take minutes
- Coordinate Annual Meeting details to ensure a successful meeting.
- Attends committee meetings as required and provides status reports to board and General Manager. Take meeting minutes if requested by the Committee Chair.
- Cultivate, steward, and recognize volunteers.
- Inventory and order supplies for HOA on-site office.
- Respond promptly to security issues on properties.
- Attend continuing education and workshops as directed.
- Perform other duties as assigned by the General Manager.

## **GENERAL INFORMATION, QUALIFICATIONS & REQUIREMENTS**

The ACM must have good organizational skills and be able to work independently while juggling multiple priorities. A strong understanding of community management is essential, and additional training courses may be required in the management field.

ACM candidates should have experience in the Community Management industry or a background in customer service positions. A High School Diploma or the equivalent is required. A college degree and/or industry designation such as CMCA (Certified Manager of Community Associations) or a state equivalent certification is a plus.

- Must always exhibit a professional demeanor.
- Effective communications (oral, written or otherwise) skills.

- Ability to work under deadlines and consistently meet deadlines.
- Demonstrate organizational skills and ability to work independently and prioritize daily workload.
- Demonstrate problem-solving abilities.
- Must be proficient with the use of Zoom and Microsoft Office Suite, including Word, Excel and Outlook and have the ability to learn and become proficient in other software platforms.
- Current technology knowledge and skills are highly desirable.
- This position will require the successful candidate to be in the office 5 days a week, Monday through Friday, 9:00am to 5:00pm.
- Professional business attire is required.
- The ACM's vehicle will be used for regular site inspections. (Mileage reimbursed at federal rate per company policy.)
- Valid driver's license and vehicle insurance are required.
- Occasional extended hours or evening hours may be required for meetings and special events.
- Salary is \$29.00/hour to \$35.00/hour depending on experience. Employees are eligible to enroll in company sponsored health, dental and vision insurance benefits on the first day of the month following 60 days of employment. PTO is accrued at one week per year for the first two years of employment. Six paid holidays annually. Employees are eligible to open an IRA to which the employer contributes after two years of employment.

### **QUESTIONS? OR TO APPLY FOR THE POSITION:**

Please contact Amy Knepp for more information: [amy@hoacommunitysolutions.com](mailto:amy@hoacommunitysolutions.com)

The position will be filled as soon as a qualified candidate is identified.