



# SENIOR COMMUNITY MANAGER

## JOB DESCRIPTION

This is a full-time position. The Senior Community Manager role is a player/coach position, responsible for directly managing at least one client while also providing leadership and support to a small team of portfolio managers.

The Senior Community Manager can expect to attend evening and occasional weekend board and annual meetings, serve as a trusted advisor to the Boards of Directors they support, and act as a coach and supervisor to their direct reports.

This role is responsible for building and maintaining strong client relationships and must be highly customer-service-oriented and responsive to boards, homeowners, and vendors associated with the associations served by HOA Community Solutions.

The Senior Community Manager position is remote; however, the successful candidate must exercise sound judgment in determining when in-person meetings are necessary to effectively support employee engagement, client satisfaction, and retention.

The Senior Community Manager reports to the Director of Community Management and is responsible for the training, support and oversight of their direct reports. Beginning with onboarding and professional development, as well as helping managers develop the skills needed to resolve complex or challenging situations.

## RESPONSIBILITIES

Responsibilities will vary with each client but will include the following:

- Must be knowledgeable and able to execute industry best practices.
- Must understand the general tenets of Washington's Common Interest Ownership Laws (WUCIOA, HOA Act, Condo Acts) and the WA Non-Profit Corporation Act
- Manager must be able to navigate the RCW's and find chapters of applicable law.
- Must be able to navigate our client's legal documents, requirements & restrictions.
- Writes and develops appropriate correspondence/communication with staff and volunteers
- Guides & supports community managers through each annual work cycle: budgeting, creating financial reports, annual meetings, meeting support, etc.
- Monitors team members project timelines and follows up to ensure completion and follow through.
- Weekly one on one meeting with each direct report – to handle both tactical issues, but also to create a "line of sight" for that employee's future career path.
- Maintains electronic copies of all critical communications with employees and clients.
- Conducts regular team meetings.

## REQUIREMENTS

- High school diploma required (bachelor's degree is desirable).
- Three to five years' community management experience is desired.
- Supervisory experience is required.

- Must possess fundamental knowledge of Microsoft Office (Word, Excel, Outlook, Powerpoint)
- Must be eager to learn new software and embraces changing technology enhancements
- Excellent leadership and communications skills (spoken and written).
- Able to manage details effectively.
- Able to multi-task and manage multiple demands.
- Skilled in customer service and time management
- Must meet 24/48 response requirements (internal and external).
- Must possess the ability to keep difficult situations and challenging people in perspective – responding to even the most difficult individuals with due respect.
- Successful candidate must have an independent work initiative and be goal oriented.
- Ability to interpret financial reports (Balance sheet, Income/Expense Statement, Budget, etc.)
- Must have car or have transportation to client meeting locations and properties that have site visits.
- Must be able to attend occasional evening and weekend meetings.

## COMPENSATION

- Salary will be dependent upon experience and skill match. Starting salary range: \$85,000 - \$100,000.00
- Eligible for medical, dental and vision benefits.
- Flexible PTO is unlimited, but must be approved by Director of Community Management.
- 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 Juanita Carbaugh for more information: [juanita@hoacommunitysolutions.com](mailto:juanita@hoacommunitysolutions.com)