

## JOB DESCRIPTION

<b>Job Title:</b> Community Association Manager	<b>Department:</b> Community Management
<b>Supervisor:</b> Executive Vice President	<b>Classification:</b> Exempt

### Company Culture & Core Values:

Terra West Management Services' primary goal is to provide excellent service to both internal and external clients by living through our Core Values. Our culture and business thrives when each team member works positively, cooperatively and respectfully with every person we come in contact with. In addition to performing the essential functions of the position, our ideal candidate would contribute to the cultural health and overall success of the company by identifying with and promoting our Core Values.



### Essential Duties and Responsibilities:

The primary responsibility of the Community Association Manager is to advise, educate and assist the Board of Directors in the daily management and business operations of Homeowners Associations. Job duties include, but are not limited to:

- Under the direction of the Board of Directors, manage the day-to-day operations of community association to which the Manager is assigned, according to all applicable laws and governing documents.
- Thorough knowledge of the Association's governing documents (CC&Rs, Bylaws, Articles of Incorporation, Rules and Regulations) and advises the Board on applicable policies and guidelines on matters that are being considered or discussed.
- Ensures that the Association is compliant with all Federal, State and Local rules and regulations and their governing documents.
- Schedule Board of Directors' meetings; prepare and distribute meeting notices to homeowners.
- Attend regularly scheduled Board meetings, including preparation and distribution of Board meeting materials and minutes.
- Financial management, including fiscal budget preparation and oversight, invoice approval, and financial reports as requested by the Board.
- Ensure that assessments, fees and fines are billed timely and correctly. Work with Association Board, Association attorney and/or collection agent to ensure that collections proceed per Board adopted policy.
- Performs routine property inspections to ensure standards set forth in the governing documents are being observed and report any discrepancies to the Board of Directors.

- Have a thorough knowledge of the Association's responsibilities towards maintenance of common areas, neighborhood common areas, property lines, and landscaping easements.
- Ability to meet and negotiate with outside contractors and vendors for the needs of the community.
- At the direction of the Board of Directors, obtain bids, evaluate proposals and make recommendations to the Board for work being contracted to an outside source.
- Oversee work being performed to ensure satisfactory completion in accordance with the terms of the contract.
- Daily interaction with community residents and Board members in a professional manner.
- Respond timely to inquiries from Board members and residents and follow-through for client satisfaction.
- Position will be dedicated on-call in the event of an emergency or provide staff to perform on-call duties in their absence.

#### **Core Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential duties and responsibilities of this position:

- Must be professional in both appearance and character.
- Commitment to the highest level of customer service.
- Good decision-making abilities.
- Excellent verbal and written communication skills.
- Detail oriented.
- Excellent time management and follow-through skills.
- Ability to handle many tasks simultaneously with the ability to work effectively under time constraints and deadlines.

#### **Minimum Qualifications:**

- Minimum 2 Years' Experience with Homeowner Association Management Preferred.
- Must have knowledge of the principles and practices of a community association.
- Minimum 2 Years of customer service and/or office experience.
- Computer proficiency in Word, Excel and Outlook – typing speed 60 wpm.

#### **Licenses:**

- Nevada Licensed Community Association Manager.
- Certified Manager of Community Associations (CMCA) and/or the Association Management Specialist (AMS) designation from CAI Preferred.