

Community Manager

Las Vegas, NV

AREA OF INTEREST

Community Management / Property Management

FULL-TIME

Full-time

Job Title

Community Manager

Job Description

Do you want to help people make their house a home? Do you thrive on providing great customer service while making a difference?

We want to hire a Community Manager who shares our vision, values and commitment to superior customer service. A Community Manager is responsible for providing overall supervision of a community association and has daily interactions with internal and external customers including homeowners, vendors, board members and committee members.

If you're a determined self-starter with a passion for finding solutions and you want to join a dynamic, talented and successful team, join the Associa Nevada South team in Las Vegas, NV as a Community Manager. We're recipients of the prestigious Great Place to Work® certification, which recognizes companies with high-trust, high-performance workplaces.

JOB DESCRIPTION

The Community Manager is responsible for providing the overall supervision of a community association. The Community Manager interacts with internal and external customers including homeowners, vendors, board members and committee members, as well as staff at the Associa Client Shared Service Center (CSSC) and within the branch office.

Duties include but not limited to:

- Supervise the operation and administration of the Association in accordance with management agreement and the Association's policies and procedures.
- Acts as or oversee the primary liaison with the Association Board of Directors and homeowners as needed.
- Perform/Direct administrative and management duties as requested by the Board of Directors and in accordance with the management agreement.

- Ensure Associa community management tools are being effectively developed and utilized such as annual calendar, action item list, resolution worksheets, timed agendas, RFP matrixes, committee charters, procurement procedures, FY operating budget, etc.
- Review monthly financial reports and ensure management summary is submitted to the association Board of Directors.
- Provide and/or oversee recommendations to the Association Board of Directors and committees regarding major capital expenditures as required to maintain the desired community appearance and operation.
- Monitor corporate and client delinquency rates and collections process for account portfolio.
- Attend Board meetings per the management agreement and community events as needed.
- Prepare Board packages according to established time frames.
- Ensure Board of Directors is aware of legal actions involving the Association.
- Maintain unit and contract files relating to the operations of the Association.
- Assist Board of Directors/ARB with architectural review process and/or routine inspections as necessary.
- Responsible for maintenance of C3 data base, including updating resident information.
- Responsible for routine and special project vendor management including procurement as well as performance evaluation as contracted.
- Responsible for oversight of Associa staff as contract provides.
- Coordinate and/or oversee inspection of building facilities and/or common area and arrange appropriate follow up actions as required.
- Oversee the AP process in accordance with Associa home office processes and procedures.
- Other duties as assigned.

BENEFITS SUMMARY

- World-Class Training
- Individual and Branch Achievement Bonuses
- CAI (Community Association Industry) Course/Designation Assistance
- Paid Time Off/Holidays
- Comprehensive Medical Benefits
- Employee Referral Bonus Program
- Wellness Incentives

Requirements

QUALIFICATIONS

- Knowledge of Microsoft Office products (Word, Excel, Outlook, etc.) at a proficient level.
- Knowledge of communities/property/real estate and homeowners associations.
- Knowledge of the role of the association board, the Community Association Manager, and how those roles interface with the requests of homeowners.
- Knowledge of typical business correspondence (grammar, structure, punctuation, spelling, etc.) at a proficient level.
- Knowledge of conflict resolution techniques at a proficient level.
- Professional communication skills (phone, interpersonal, written, verbal, etc.).
- Professional customer service skills.
- Self-motivated, proactive, detail oriented and a team player.
- Time management and time critical prioritization skills.
- Associates Degree Required
- Bachelor's Degree Preferred
- 1 - 3 years of Community Association experience
- Nevada CAM license strongly preferred

Company Description

With more than 180 branch offices across North America, Associa delivers unsurpassed management and lifestyle services to nearly five million residents worldwide. Our 10,000+ team members lead the industry with unrivaled education, expertise and trailblazing innovation. For more than 40 years, Associa has provided solutions designed to help communities achieve their vision. To learn more, visit www.associaonline.com.