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TITLE: Assistant Community Manager

COMMUNITY: Providence Master Homeowners Association

REPORTS TO: Community Manager

FLSA STATUS: Exempt

POSITION SUMMARY: Under the direction of the Community Manager, the Assistant Community Manager is responsible for supporting the daily operations of the Association, overseeing Resident Services, and supervising office administration.

ESSENTIAL DUTIES:

Resident Services:

- Oversee training and work flow of the Resident Services Administrator position to include all requests from owners in person, by phone, and via written communications
- Oversee timely and accurate update of ownership records and lot tracking reports
- Directly handle any escalated Resident concern(s) with respect to Assessment Statement and Payment Options, including Delinquent Payment Agreements and fee waiver request processing and other related issues
- Oversee timely and cost-effective ordering, and appropriately maintained inventory of, supplies, tools and equipment needed for the general administration of the Master Association

Office Administration:

- Be available to support with planning, and attend the various lifestyle functions; as well as purchase supplies, process vendor information and/or deposits, as needed
- Participate in Quarterly Homeowner Orientation meetings
- Review, process, and code weekly payables and vendor information
- Facilitate check signing process and ensure delivery of payables
- Actively track outstanding payables and assist with accrual entries
- Assist Community Manager in preparing the budget
- Assist in controlling and monitoring compliance of income and expenses with the approved budget
- Assist Community Manager with monthly reports, budget variance, Board packets, request for proposals, etc.
- Assist Community Manager with Board meetings, Annual Meetings, Annual Election and other Board functions as required

- Assist in the preparation and maintenance of the Minutes from the Board and Annual meetings

Supervisory:

- Apportion work among direct reports and administrative staff
- Create goals, objectives and recommendations to improve department efficiencies
- Prepare recommendations and consult with the Management Team and the Board of Directors on community concerns, as determined by the Community Manager
- Participate in all meetings with staff and attend Regional staff meetings as requested
- Ability to make financial decisions on behalf of the community within the guidelines of the approved budget and established policies
- Perform duties of Community Manager in Manager's absence
- Assist in interviewing, selecting and training staff members
- Supervise, train and evaluate direct reports, as provided in the Community Staffing Plan
- Approve vacation, holidays and days-off with pay for direct reports

Committee Management:

- Recruit Owners for Committee membership and provide training and resources to support their success in obtaining the stated objectives
- Serve as Management Liaison, in partnership with Community Manager, responsible for distribution of Meeting Agendas, Minutes, and working documents of various committees

Knowledge, Skills and Abilities:

- Ability to become knowledgeable of the Providence Association's governing documents, including Community Standards, CC&Rs, Design Guidelines, as well as familiarity with NRS 116 and all applicable state statutes
- Ability to communicate effectively both orally, and in writing, with strong conflict resolution skills
- Ability to establish and maintain productive working relationships with staff, volunteers and residents
- Above average computer skills
- Ability to take notes and create meeting minutes summarizing key points of discussions

Minimum Qualifications:

- Minimum of two (2) years experience in a similar position or related field
- Community Manager Certification - NV CAM license preferred (Provisional License considered w/ Super CAM referral)
- Possess a valid NV driver's license and current vehicle liability insurance
- Must be able to work longer than an eight-hour day or a forty-hour week, and be able to respond to after-hours emergencies

Preferred Qualifications:

- First Aid/CPR/AED certified
- BA degree or higher from an accredited college/university

- Accounting, Budgeting Experience

Work Environment:

- Ability to sit for extended periods of time
- Required to talk, hear and have the ability to focus and attend long periods of discussion
- Ability to work outdoors in various weather conditions, particularly heat and walking long distances
- Capability to work in a highly responsible and confidential manner and to multi-task on a variety of levels with the utmost of focus and professionalism

Signature _____

Date _____

This is not a complete itemization of all facets of this position.

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