



COMMUNITY MANAGER

Overview

A Community Manager manages all aspects of the community associations in their portfolio. A Community Manager acts only under general supervision and sets their day-to-day work schedule, managing their deadlines and maintaining and administering an annual maintenance calendar for each Association in their portfolio. A Community Manager must exercise independent judgment and discretion when advising the Board of Directors, providing direction to vendors, and responding to inquiries from homeowners, residents and committee members. Community Managers utilize their professional credential, knowledge of the Davis Stirling Act and understanding of Civil Code to advise their Associations' Board of Directors on compliance.

Job Responsibilities

- Provide leadership, implement best practices, work independently, think strategically, and provide direction to the Board of Directors in planning for the long-term financial health, appearance and maintenance of the community as it ages and matures.
- Supervise and manage the operation and administration of the Association in accordance with the Davis Stirling Act, Civil Code, management agreement, the Association's Rules and Regulations and Policies and Procedures. Ensure all Civil Code and legal document requirements are met and Associations is in compliance.
- Act as liaison between the Association Board of Directors and its homeowners. Promptly mediate and resolve conflicts and provide guidance to ensure harmony is maintained within the community and litigation costs are minimized.
- Oversee the preparation of the Association's annual budget. Provide recommendations for cost saving measures. Ensure the budget is timely mailed to the Association's membership as required by Davis Stirling.
- Review, approve and monitor vendor invoicing to ensure expenses are in line with the Association's budget and coded to the appropriate expense category.
- Determine scope of work specifications, obtain bid proposals, negotiate with vendors and finalize contracts for both capital expenditure projects and work to be performed in the ordinary course of business of the Association. Ensure contract and project costs are in line

with the Association's annual budget. Analyze data, prepare summary and make recommendations to the Board of Directors.

- Provide oversight and direction to vendors as necessary to ensure work performed is in accordance with agreed upon specifications and standards and within the project and Association's budget.
- Monitor the Association's homeowner delinquency. Ensure collection process is followed in accordance with Davis Stirling and the Association's Collection Policy.
- Organize and attend regular Board of Director and Association meetings. Prepare Agendas, ensure quorum requirements are met, and provide all necessary paperwork to ensure a successful meeting.
- Resolve and coordinate all emergency situations (i.e. plumbing and irrigation floods, gas leaks and electrical outages, parking issues, etc.) in a timely manner to mitigate damage and manage insurance issues.
- Ensure landscape and maintenance matters are handled timely, within budget and to the Board's satisfaction.
- Conduct regular compliance inspections of the communities. Send appropriate notices to homeowners who are in violation of the Association's Rules and Regulations and governing documents. Ensure all violations are cured or arrange appropriate follow up actions.
- Develop, document and implement processes for key distribution, parking passes and clubhouse reservations.
- Monitor and manage the insurance policies maintained by the Association to ensure best cost and no policy lapses.
- Maintain all Association files and records.
- Attend educational courses and seminars required to maintain CACM or CAI certification.

Qualifications

- Ability to provide sound guidance to Board Members regarding compliance with applicable laws and policies and procedures.
- A working knowledge of the Davis Stirling Act and applicable Civil Code.
- Effective and high level time management and organizational skills, with the ability to work independently.
- Excellent communication skills, both oral and written. Ability to independently draft effective letters, meeting minutes, and notices for posting in the community. Ability to make presentations in front of a large audience.

- Must be able to multi-task and problem solve.
- Deliver superior customer service and ability to build and maintain relationships.
- Attend and actively participate in evening Board Meetings. Provide oversight and direction to the Board as necessary.

Skills

- Ability to identify and define problems, gather data, establish facts and draw conclusions.
- Ability to act quickly and make sound decisions.
- Ability to work well under pressure and independently. Effectively self-manage and prioritize time and schedule.
- Use critical thinking and creativity in problem solving.
- Above average knowledge of Microsoft Applications, including Word, Excel and Outlook.

Physical Requirements

- Ability to sit and focus for extended periods of time.
- Finger dexterity for keyboarding.
- Ability to walk flat and sloped areas of the community.
- Ability to visually review landscape, building structures, recreational facilities and greenbelt areas for proper maintenance.
- Must be able to drive and have access to a reliable vehicle.

Certifications and Licenses

- Must possess a valid California Driver License and carry vehicle insurance compliant with state of California mandated requirements.
- CCAM or CAI certification in community management preferred. Will be required within six months of employment.