



# ASSOCIATE COMMUNITY MANAGER

## JOB DESCRIPTION

The Associate Community Manager is non-exempt, salaried position responsible for supporting the day-to-day operations for a portfolio of community associations. The Associate Community Manager (ACM) is the first line of service for every homeowner in the community associations they support. The ACM must be aware of and able to speak authoritatively on community tasks and projects, and is responsible for homeowner relations.

This is a remote position based in the Tri-Cities, Washington area. The Associate Community Manager will work from home while regularly traveling to assigned communities throughout the region. The position offers scheduling flexibility, with responsibility for meeting deadlines, maintaining strong homeowner and board relationships, and supporting client retention.

## RESPONSIBILITIES

The Associate Community Manager is a liaison to the board of directors for the general administration of the associations they manage. Based upon the specificity in each association's contract, the Associate Manager may be responsible for some or all the following functions:

- Provide direction and oversight of day-to-day and long-term operations of the association.
- Direct and participate in the preparation of association procedures designed to implement board adopted policies.
- Develop and maintain strong working relationships with key developers and builders throughout the Tri-Cities area, serving as a responsive liaison and supporting effective communication, issue resolution, and community transitions.
- Assist with board recruitment, training and development
- Review studies, reports and correspondence related to the operation of the association.
- Achieve the goals and objectives of the association as set forth in the governing documents.
- Ensure that the policies, resolutions and other acts of the board are carried out.
- Prepare, implement and oversee the association's annual budget.
- Keep the board regularly informed
- Source bids for service
- Secure vendors and manage RFP process for association repairs and projects.
- Build and maintain positive homeowner relationships through proactive communication, timely follow-up, issue resolution, and regular community engagement.
- Facilitate the architectural and design review and approval process

- Conduct all scheduled community drive-through compliance inspections; identify and document potential violations; maintain accurate inspection records; and coordinate notices and follow-up in accordance with each association's governing documents and enforcement procedures.
- Serve as a responsive, approachable point of contact for homeowners and provide clear, timely updates through resolution.
- Responsible for meeting planning and meeting attendance

## REQUIREMENTS

The Associate Community Manager should possess solid business experience with a general knowledge of organizational techniques and the ability to coordinate a wide variety of activities. Should have experience in the HOA industry or comparable experience in a fast paced, multi-priority work environment. Manager must be able to juggle priorities, be responsive and have strong computer, communication and customer service skills.

Candidates must reside in or near the Tri-Cities, Washington area and have reliable transportation for frequent travel among assigned communities. A valid driver's license and proof of insurance are required. Because this is a remote position, the Associate Community Manager must maintain a dependable high-speed internet connection and a suitable home workspace for phone and computer access.

The Associate Manager must be available to work occasional nights and weekends.

## KNOWLEDGE / COMPETENCIES

- Principles and practices of management, including planning, organizing and assigning work, delegation of authority and accountability management.
- Establishing and implementing long term planning and organizational goals and objectives.
- Principles and practices of budget and resource planning and management, including budget preparation and management, revenue planning and management, purchasing and contract planning and administration.
- Laws, codes and regulations affecting association operation.
- Functions, authorities and responsibilities of local government agencies.
- Familiarity with the basic operations of community associations.

## SKILLS REQUIRED

- Strategic thinking
- Ability to advise and lead groups of volunteers
- Planning, organizing, managing, and integrating projects.
- Working effectively with elected boards of directors, homeowners, local governmental agencies, contractors, insurers, and others.
- Planning, establishing, and implementing long and short-term goals, objectives and accountabilities.

- Evaluating, monitoring, planning for and implementing maintenance and construction needs and projects.
- Overseeing and monitoring fiscal and revenue activities.
- Communicating effectively orally and in writing, including preparing written reports' and making presentations.
- Proficiency in or the ability to learn and become proficient in specific software such as: Outlook, Microsoft Office, Vantaca, and Strongroom
- Analyzing complex technical and administrative problems, evaluating alternatives and effective courses of action.
- Customer service skills and specifically the ability to diffuse a difficult situation.
- Project management skills for multiple projects, for multiple associations.

## COMPENSATION & BENEFITS

- The Associate Community Manager position is a full-time, exempt position.
- Salary range \$47,840.00 to \$55,000.00 depending on experience
- Current client portfolio is comprised of 11 associations (approximately 1200 doors). ACM will be expected to add additional clients to their portfolio.
- PTO is unlimited, but must be approved in advance by immediate supervisor.
- Employee is eligible to enroll in company sponsored health, dental and vision insurance benefits on the first day of the month following 60 days of employment. Six paid holidays annually. Employee is eligible to open a 401K to which the employer contributes up to 4% match.

## QUESTIONS? OR TO APPLY FOR THE POSITION:

- Contact Madison Westman for more information: [madison@hoacommunitysolutions.com](mailto:madison@hoacommunitysolutions.com)