



Position Title: Assistant Property Manager/Communication Coordinator
Reports To: Director of Community Services/Senior Property Manager
FLSA Status: Exempt

COMPANY OVERVIEW:

Maryland -based Property Management firm with focus on Single Family, Townhome and Condominium Homeowners Associations in the Maryland/Delaware Area seeks growth and to develop and implement industry best practices over its entire operations.

Position Overview:

This is an entry level position assisting the Property Manager with the day-to-day association management activities, including client interaction, deed restriction enforcement and office administration set in a fast-paced entrepreneurial environment with a lot of variety.

Assistant Property Manager Essential Duties and Responsibilities: *(may perform any or all of the following duties)*

- Provides management, direction and leadership to ensure property portfolio is in accordance with HOA objectives
- Work closely with Community Board of Directors and/or developer to manage and operate the community and facilitate solutions to problems
- Acts as an intermediary with owners/residents and promptly responds to all questions
- Attend Board meetings and give Board members guidance, when appropriate
- Provides assistance to Board on a variety of matters, to include, but not limited to: financial management, administration, property infrastructure, board organization, litigation process and collections
- Establishes solid working relationship with all board members
- Attends and provides financial data for annual/bi-annual community meetings and election meetings
- Conducts property visits regularly or as stated in HOA contract and provides Board Management with recommendations
- Attends internal staff meetings
- Obtains and maintains all service, maintenance and access control contracts
- Reviews/assists Board Members in obtaining and financing of required insurance coverage
- Prepared budget for presentation to BOD
- Monitors HOA funds to insure they are being used in accordance with covenants and Board intentions
- Ensures all records are kept in good order and be in a position to respond to an audit at all times

- Provides solid customer service at all times
- Assist with effectively preparing and maintaining client files and correspondence in a timely manner
- Assist with establishing and maintaining positive vendor & client relations for project bidding and day-to-day affairs
- Assist with bid review and preparation of accurate spreadsheets for bid analysis
- Assist with researching vendors and maintaining accurate cost comparisons
- Assist in maintenance of project budgets
- Research and assist with scheduled and unscheduled maintenance tasks
- Assist with schedule of field work orders
- Assist with client complaints
- Making copies, answering phones, filing and other administrative support
- Other duties as assigned

Communication Coordinator Essential Duties and Responsibilities: *(may perform any or all of the following duties)*

- Meetings
 - Schedule the meetings
 - Meeting Notices
 - Email Community Prior to Meetings (If necessary)
 - Compile the list throughout the duration of meeting to meeting
 - Compile the package (3) days before the meeting
 - Annual Meeting Prep and Follow-up
- Office
 - Office Assist with client complaints
 - Making copies, answering phones, filing and other administrative support
 - Other duties as assigned
- Website Management
- ARC
 - Requests
 - Process requests from point of submission through to approval or disapproval

Insurance Overview:

- Keep insurance grid accurate and updated
- Quote insurances prior to expiration dates
- Responsible for all aspects of keeping insurance updated

Support Property Managers in filing and tracking insurance claims

Education & Experience:

- Bachelors degree preferred but not required
- 1-2 years directly related experience

Competencies:

- Demonstrate strong work ethic and maturity
- Solid written/verbal communication skills
- Strong computer skills to include MS Office. Previous TOPS experience a plus
- Experience ('thick skin') to work alongside strong personalities and maintain professional demeanor.
- Ability to effectively handle multiple priorities with a results-oriented attitude
- Excellent organizational and time management skills
- Ability to work in deadline-driven environment
- Enthusiastic, flexible self-starter who works well alone as well with a team
- Must be professional, always on time and an overall sharp individual.

Physical Demands:

- Office Environment
- Sitting, standing, stooping, reaching for long periods of time
- Driving/walking communities for long periods of time
- Ability to travel to multiple locations

Working Conditions:

- Office environment
- On-Site Visits

Employee Signature

Date

*** We are an equal opportunity employer ***