

Assistant Community Manager

Position Summary

The Assistant Community Manager is an employee of the Condominium Association and works under the supervision of the Community Manager. The Assistant Community Manager works to support the Community Manager to help oversee the day-to-day management of the community. Administration and Operations of the Community dealing with Administrative matters, Client Relations, Building Operations, Financial Services and Contract Administration. The Assistant General Manager shall be familiar with all Association Governing Documents, Virginia Condominium Act and its Amendments, Policies and Procedures. He/she regularly inspect the building and the community's common areas per the direction of the Community Manager (or General Manger). The Assistant Community Manager shall assist the Community Manager to direct staff and contractors along with monitor their performance. He/she shall demonstrate initiative and be proactive in the management of facilities and services.

Key Duties and Responsibilities

Administrative Matters

- Maintain accurate records and documents for the Association as stipulated in the By-Laws and Management Contract.
- Maintain resident files and databases for authorized residents and non-resident owners.
- Audit resident files twice a year (verifying authorized residents, contact information, fob/remotes assigned to that unit, and other updates as indicated by information in file).
- Complete quarterly audits of non-resident addresses and update as needed.
- Initiate routine correspondence dealing with operation and maintenance business matters of the Association with contractors and owners.
- Develop violation letters and present to Community Manager for review and signature. Track status of violations to ensure timely correction and compliance with community rules.
- Assist in the preparation of the Community Manager Report for each meeting as required and attend Board meetings. Contribute to discussions of issues and proposals presented to the Board.
- Researching VA laws and association governing documents regarding the maintenance and operation of the building.
- Maintain calendar for community room rentals and process rental agreements.
- Administer Building Link content management to ensure regular updates are being made.

Client Relations - Board of Directors, Co-Owners, and Residents

- Complete activities as outlined in Communications Plan.

- Schedule periodic orientation sessions with new residents explaining in detail our Rules and Regulations, and By-laws all in conformity with our recorded documents in the Commonwealth of Virginia and in Arlington County.
- Effectively manage relationships with and between co-owners, residents, committees and employees.

Financial Services

- Process invoices and money received by using cash reports, monthly administer credit card payments report and send them to the Managing Agent Corporate Office.

Building Operations

- Personally, inspects all common areas at least twice a week and provides a report to the Community Manager.
- Assures that common areas are clean and in good repair, including halls, stairways, common use lobby space, pool, parking and storage areas.
- Conducts personal review of grounds at least once a week and provides a report to the Community Manager.
- Process resident requests for directory entries for the access system, resident front door lock changes, and fob purchases.
- Input work orders into Building Link tracking system as needed and ensure work orders are categorized correctly.
- Assign work order requests and follow up with residents.

Contract Administration

- Obtain proposals for community improvement, maintenance services or replacement projects.
- Monitors the work of contractors to assure that the overall appearance and condition of the Condominium is of high quality.

Other duties as assigned

Qualification & Requirements

- High School Graduate with 3+ years' experience in Condominium Community Management
- General Manager will work with the Assistant General Manager on education courses in supervision, office management, facilities management, computer use, etc.
- Proven leadership skills with the ability to establish and maintain effective working relationships
- Ability to balance multiple priorities and tasks, evaluate, plan, organize, and direct day-to-day activities with staff and adhere to strict deadlines

- Maintain excellent interpersonal and communication skills both written and oral
- Ability to understand the building culture and work effectively across all organizational levels
- Capable of using basic office equipment.
- Minimum of M-100 completion; CMCA desirable.
- Proven problem resolution skills: including analysis, assessment and use of facts and sound reasoning
- The Assistant Manager might have to work on Saturday and Sunday and will have two days off during the week. This may change without prior notice.

Environment:

Principally work in an Office Environment. Inspection requirements will require the employee to sometimes visit a mechanical equipment rooms, storage areas, as well as outdoor areas of the grounds. The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical:

Enough physical ability to perform moderate or light lifting and carrying; walking or standing for prolonged periods of time; operating a motor vehicle.

Vision:

See in the normal visual range with or without correction; vision enough to read computer screens and printed documents.

Hearing:

Hear in the normal audio range with or without correction.