

HOAMCO Architecture & Compliance Coordinator Job Description

On-Site at Eldorado Community Improvement Association



Revision Date: October 2018



Reports to: General Manager



FLSA Status: Non-Exempt

HOAMCO Culture:

HOAMCO team members are passionate and work independently, yet understand the value of teamwork. As a company, HOAMCO builds open and honest relationships through communication, and delivers exceptional customer service to each person we come in contact with.

Function & Role:

Under general supervision of the General Manager, the Architecture and Compliance Coordinator enforces the ECIA covenants and their associated guideline and is staff liaison to the Architecture Committee.

Supervisory Responsibilities:

None.

Requirements:

Qualifications:

- High school diploma.
- 2-3 years full-time HOA Industry experience.
- College Education preferred.

Responsibilities and duties:

- Under the supervision of the ECIA General Manager, support the Association's mission, governing documents and policies.
- Provide the ECIA staff function for covenant enforcement.
- Works with residents, as well as General Manager and legal, to help resolve matter of covenant and guideline violation issues.
- Educate the residents relative to covenants and guidelines, including their purpose and benefits to the community.
- Provide administrative support to property owners of Eldorado when submitting plans for the Architecture Committee review.
- Provide technical support and recommendations to the Architecture Committee relative to covenants enforcement issues and architectural issues.

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- Provide a monthly Architectural and Violation status report to General Manager and Board.
- Prepare an annual report on the status of covenant violations and enforcement actions. Provide results to the ECIA Board of Directors. Include trends, findings, recommendations for improvement, prioritized and resource requirements.
- Assist residents in preparation of applications for Architecture Committee to ensure that they are complete and accurate, in preparation for Committee review.
- Prior to submission to the AC, review architecture applications to assure they meet the covenant and guideline requirements. If they do not advise residents of variance process or other options.
- Scan and prepare all Architecture Plan Submissions for bi-monthly Architecture Committee meetings.
- Attend and facilitate bi-monthly Architecture Committee Meetings.
- Monitor progress of applications and subsequent construction projects to assure timely completion.
- Perform a post construction inspection, as needed, to ensure conformance to submitted plans.
- Perform daily and routine community inspections for covenant and guideline violations.
- Perform nighttime community inspections, when required, to ensure that resident's lights are in compliance as requested.
- Formally notify ECIA General Manager and residents of covenant violations.
- Ensure timely covenant enforcement action in accordance with ECIA policy.
- Maintain property files up to date relative to all architectural and compliance issues.
- Maintain an Excel log of covenant violations and resident complaints.
- Work with the Caliber Violations Software System to log and manage all violation activity.
- Prepare a monthly violations and architecture plans report to the ECIA Board.
- Write letters to all residents, after Architecture Committee review concerning Committee Decisions in a timely manner.
- Write letters to all resident, after ECIA Board Meetings, concerning variance request and Home Occupation Approvals or denials.
- Keep track of covenant violations, create letters to residents in violation, using the Caliber Software System, and follow up until the violation is corrected.
- When a violation is not corrected work with the GM, Board and/or Attorney to provide the needed information to facilitate further enforcement actions.
- Attend Architecture Committee site visits, when they can be held during normal business hours.
- Write monthly Vista articles that address the current needs of the ECIA, relative to violations and enforcement and educate the residents on new policies, rules and other relevant information.
- Works closely with Digital Document Scanning project manager to ensure all violations and project are scanned into Doc Record Data base.
- Attend mandatory staff meetings and training.
- Annual Stable Inspections with GM and Stable Chair
- All required follow up inspections.
- Written communicators to stable owners concerning violations
- Maintenance of an Excel spreadsheet as a data base for the annual inspection.
- Working with the Stable Committee and chair, as required, to deal with other non-compliance issues.
- Attend Stable Committee meetings, as requested, to report on violation updates.
- Minor inspection for weeds and easily observable issues in the fall

All HOAMCO Employees Possess:

- Ability to consistently project a positive image of the Company.
- Ability to prioritize tasks in a fast-paced environment, while handling interruptions as part of the routine.

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- Strong team player, willing to help out and assist others when needed.
- Highly effective interpersonal skills and the ability to work well with others.
- Strong sense of and high standard for customer service.
- An enthusiastic, professional, and positive demeanor.
- Integrity and credibility

All Eldorado Employees Possess:

Team Member is sincere, friendly, and professional without appearing pretentious or overly informal. Team Member displays a sense of urgency and goes beyond “basic” job responsibilities to achieve guest satisfaction. Team Member uses the “Five Feet Greet” creating a positive environment.

- Phone calls are answered in three rings. Team member answers phone calls with hospitality phrase and the Team Member’s name and identifies the caller’s needs.
- If calls go to voice mail, they are returned within 30 minutes if message is left during club hours.
- If placing a caller on hold, the duration of the hold is less than 60 seconds.
- Team Member thanks the caller for calling and/or offers a cordial farewell.
- Prior to completing the interaction, Team Member offers further assistance or asks, “Is there any other way I may be of service.”
- Team Member adheres to published grooming standards, including good hygiene habits, professional appearance, and neatly groomed hair.
- Team Member must wear the correct name tag.

Job duties may be modified if necessary.