

Job Description:

Operations & Compliance Assistant



Revision Date: October 2022



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 Operations Manager and Covenants/ Compliance Coordinator, the Operations & Compliance Assistant is responsible for

Supervisory Responsibilities:

None.

Requirements:

Qualifications:

- 2-3 years full-time events / administrative experience.
- 1-2 years' experience in preparing news and informational articles.

Responsibilities and duties:

- Assist with expected life of each asset not covered in Association Reserve annual review/report
- Be knowledgeable regarding the Association's budget in order to understand what is feasible to purchase repair and maintenance
- Attend mandatory staff meetings
- Assist with covenant enforcement
- Assist with administrative support to property owners of Eldorado when submitting plans for the Architecture Committee review
- Assist resident in preparation of applications for architecture committee to ensure that they are complete and accurate.
- Assist with submissions to the AC, review architecture application to assure they meet the covenant and guidelines requirements. If they do not advise resident of variance process or other options.
- Scan and prepare all architecture plan submissions for bi-monthly Architecture Committee meetings.
- Assist with routine community inspections when requires
- Assist with post construction inspections as needed, to ensure conformance to submitted plans.
- Notify ECIA General Manager and residents of covenant violations
- Assist with Maintaining property files up to date relative to all architectural and compliance issues
- Maintain an excel log of covenant violations and resident complaints
- Work with caliber violations software system to log and manage all violation activity.
- Assist with writing letter to all resident after ECIA board meetings concerning variance request and

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- home occupation approvals or denials in a timely manner
- Assist with annual stable inspections with GM and stable chair
- Assist with all requires follow up inspections
- Work closely with digital document scanning project manager to ensure all violations and project are scanned into Doc Records Data base
- Attend architecture committee sire visits when they can be held during normal business hours.
- Assist with minor inspection for weeds and easily observable issues in the fall.
- Attend Stable Committee meetings, as requested, to report violation issues.
- Keep track of covenant violations, create letters to resident in violation using caliber software.

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.
- 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.
- Must be knowledgeable of the Association's Rules and Regulations.
- Must be able to resolve conflicts and handle complaints in a professional manner.

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.

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

Job duties may be modified if necessary.

I have received, reviewed, and fully understand the job description for the Community Relations Coordinator. I further understand that I am responsible for the satisfactory execution of the essential functions described there in, under any and all conditions as described.

Employee Printed Name: _____

Date: _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____