

LAKWOOD RANCH INTER-DISTRICT AUTHORITY



Job Title: Property Management Coordinator I
Department: Community Association Services
FLSA Status: Non-Exempt
Job Grade: Grade 8
\$33,364 - \$50,045 Annually
\$16.04 - \$24.06 Hourly
Effective Date: October, 2017

JOB SUMMARY

The functions of this position will be deed restriction enforcement, modifications management, and rental management within the Lakewood Ranch Community and in an HOA with less than 2,000 property owners. The Property Management Coordinator will have contact with homeowners in less than 30 neighborhoods by phone, written correspondence, and meetings. This position will attend and produce minutes for the HOA Board of Directors meetings.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent GED.
- Minimum of two (2) years combination of customer service and administrative related experience. Equivalent combinations of education and experience may be considered.
- Must be punctual; regular attendance is required.
- Must maintain a valid Florida driver's license.
- Successful completion of background check and drug screening.

KNOWLEDGE/SKILLS/ABILITIES

- Knowledge of general administrative practices and procedures.
- Knowledge of proper business communications.
- Knowledge of modern office equipment, practices, and procedures.
- Skilled in computer operations and pertinent software applications including Microsoft Office suite of products.
- Must possess a high level of customer service knowledge.
- Must possess good organizational skills.
- Must possess good interpersonal and communication skills.
- Must be able to work as part of a team and foster a positive work environment.
- Ability to work in a fast-paced environment with the ability to juggle multiple tasks and demands.
- Ability to handle sensitive situations with poise, tact, and diplomacy.
- Ability to communicate effectively, both verbal and written.
- Ability to exercise good judgment and to make independent decisions in accordance with established department policies and procedures.
- Ability to read and comprehend Homeowner Association documents and communicate policies to the homeowners in a clear and concise fashion.

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ESSENTIAL FUNCTIONS

1. Deed restriction enforcement: Perform site inspections and produce violation notices to homeowners.
2. Modifications management: Ensure changes to the outside of properties are completed according to association documents.
3. Rental management: Make certain of compliance with association policies.
4. Contact with homeowners in approximately 19 Neighborhoods, or less, by phone, letter, and meetings.
5. Record and maintain homeowner information in database.
6. Follow-up on recorded violations to make sure they are resolved.
7. Generate reports on violations, modifications, and rentals.
8. Produce minutes of monthly Board of Directors meetings.
9. Attend and facilitate approximately:
 - a. Two (2) modifications meetings per month;
 - b. One (1) or fewer Board meetings per month;
 - c. Three (3) or fewer restrictions/revisions meetings per year.
10. Responsible for professional and courteous working relationships with all IDA employees, District Supervisors, and HOA Directors.
11. Responsible for prompt, accurate, and courteous service to all customers and other outside agencies or vendors.
12. Perform all other duties as assigned or needed.

SUPERVISORY RESPONSIBILITY

No supervisory responsibility for this position.

WORKING CONDITIONS

Work is conducted primarily in an office environment. Residential property site visits are required and performed on a routine and scheduled basis. Property conditions may vary from site to site. Out-of-town travel may be required for educational purposes. There are occasional trips to other facilities within Lakewood Ranch, at which conditions may vary. This position frequently requires working within strict deadlines. Typically sitting at a desk. Lifting up to 25 lbs.

WORKING HOURS

Normal working hours are 7:00am to 6:00pm, 40 hours per week, Monday through Thursday.

Overtime may be required; position is eligible for overtime pay (1 ½ time hourly rate).

ADA COMPLIANCE

The Lakewood Ranch Inter-District Authority is an Equal Opportunity Employer. Reasonable accommodations may be made to qualified individuals with disabilities to perform the essential physical functions. Prospective and current employees are invited to discuss accommodations