# COMMUNITY ASSOCIATION MANAGER

Keystone Pacific Property Management, LLC is a prestigious community management firm headquartered in Irvine, CA, with offices throughout Northern and Southern California, Colorado, and Idaho. Since 1982, we have led the way in providing superior customer care for our clients in planned-unit developments, condos, mixed-use, commercial, new project developments, large-scale onsite communities, and master-planned community associations.

**We have an excellent opportunity for an experienced onsite Community Association Manager to join our amazing environment with an opportunity for continuous growth and development. For more information, please continue reading below!**

**Summary:** As a Community Association Manager, this position will be dedicated to one association and will oversee onsite staff to meet the needs of the community. Provides excellent customer service while interacting with internal and external customers including homeowners, board members, committee members and vendors. Must maintain client satisfaction and account retention.

## Why Join Keystone?

Keystone is a company dedicated to empowering our team members to improve people's lives beyond expectations. We set ourselves apart by providing an excellent level of service to our team members and clients.

As a member of our team, your talents will be nurtured, and your contributions will be supported in a value-based environment that fosters the type of professional quality our customers have come to rely upon.

We provide an environment for people that nurtures leadership and promotes personal success and rewards those who exceed expectations. We foster a culture of open feedback and continuous growth.

We're thrilled to share that Keystone is officially certified as a Great Place to Work! This recognition reflects our commitment to fostering a positive and supportive work environment where everyone can thrive. We invite you to learn more about what makes Keystone special by checking out our certification details here.

## What We Offer:

- Competitive Salary
- Hybrid and Flexible working arrangements
- Work-Life Balance
- Opportunities for Career Growth
- Training and Mentorship from Successful Leaders in the HOA Industry
- Support for Continued Education
- Medical, Dental, and Vision
- Flexible Spending Account
- Pet Insurance
- Pre-Paid Legal
- Employer Paid Basic Life/AD&D Insurance
- Voluntary Life and Short-Term Disability Insurance
- Free Employee Assistance Program
- 401(k) Retirement Plan with Company Match
- Financial and Health/Wellness Education
- Bereavement and Mandated Leave of Absence Applicable

- Paid Time Off (PTO)
- 12 Paid Holidays (Floating Holiday/Half Days/Early office closure before certain major holidays)

**Schedule:**
This is a full-time, 40-hour-per-week position. Work schedules may be flexible; however, regular working hours must generally fall between 7:00 a.m. and 7:00 p.m.

**Essential Job Duties and Responsibilities:**

- Partner with association Board of Directors and internal departments to adhere to the introduction and integration of new programs, services, and initiatives.
- Act as liaison to ensure quality service is delivered, that Board expectations are met and assist with prompt response and resolution to questions/problems.
- Establish and maintain a positive relationship with homeowners, Board of Directors, and internal departments to ensure a high level of customer service and achievement of company and property goals and objectives.
- Manage and run monthly, bimonthly, quarterly, and annual Board Meetings as scheduled.
- Attends and participates in all management and required training.
- Attends and participates in all mandatory meetings.
- Maintain knowledge and understanding of contract between the association, vendors, and Keystone Pacific. Ensure all contractual obligations are being met with the association managed. Monitor vendor contracts regularly. Attends required meetings. Act as the primary liaison with homeowners. Provide information and resources needed to provide excellent customer service.
- Conduct on-site inspections as required. Identify deficiencies and provide recommendations and action plans to improve the property. Process and manage violations and work orders regularly.
- Work with Maintenance Team to:
    - Oversee any assigned projects and ensure property maintenance/improvement and other related issues are completed in a timely manner. Maintain open communication and provide updates to the Board and residents as required.
    - Prepare Request for Proposal for bid solicitation and prepare/provide bid comparison analysis.

- Update Association communications and ensure current information is displayed on the association website(s). Prepare association newsletter and/or other communication with owners and residents as required. Prepare board packets and mail-outs electronically.
- Maintain accurate records, files, and communications pertinent to the Association and Keystone Pacific.
- Demonstrate consistency in all areas.
- Provide leadership and consulting with our clients on best practices regarding the management and oversight of their community.
- Assist in Creating budgets and manage financials.
- Compliant with company policies and procedures.
- Ensure client satisfaction and account retention.
- Practice and adhere to Keystone's Core Values, Mission and Vision.
- Any additional job duties as required by the supervisor.

**Qualification Requirements:**

- Ability to perform all essential duties and responsibilities listed above with minimal supervision, handling assignments with the highest level of discretion, judgment and independence.

- Excellent organizational and time management skills. Capable of managing competing priorities under pressure and in a fast-paced environment.
- Must have excellent customer service skills.
- Requires ability to perform basic math skills.
- Ability to prepare budgets and understand financial reports.
- Requires ability to use computers to record, store and analyze information. Requires computer proficiency and technical aptitude with the ability to utilize MS Office (Excel, Word, PowerPoint, Teams, and Outlook), Caliber and various applications used at the company.
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Requires strong attention to detail.
- Must be able to solve problems and remain calm and alert during busy activity periods.
- Must maintain a clean appearance and professional demeanor.
- Must have and valid driver's license and maintain clean MVR.
- Must have reliable transportation and the ability to drive to and from communities.
- Verifiable references.
- Able to pass a background check.

**Education and/or Experience:**

- High School Diploma or GED required.
- Bachelor's Degree preferred.
- 1 to 2 years of experience working in a HOA management role desired.
- CMCA Certification or related certification a plus.

**Work Environment:**

The work environment and physical demands described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Ability to drive to communities.
- Ability to sit, stand, and operate business equipment.
- Typical office environment with low-level noise exposure.

We invite you to view our LinkedIn, Instagram, and Facebook to get an inside look at what Keystone is all about! Check out our website at www.kppm.com. Click on "Careers" and stay connected!

Reasonable accommodation will be provided for qualified individuals with disabilities and disabled veterans in job application procedures. If you have any difficulty using our online system, send an email to hr@keystonepacific.com for assistance. Please include a description of your requested accommodation, your name, and contact information. Note: This email address is not for general employment inquiries. Keystone will not respond to inquiries that are not related to the accessibility of the online application system by individuals with disabilities.

Keystone Pacific Property Management, LLC is an equal-opportunity employer. All applicants will be subject to a Background and MVR Check.

**Apply today at, Keystone - Community Association Manager or visit our career page at www.kppm.com/careers!**