



Position Description

Title:	Community Standards Advisor
Department:	Community Standards
Reports To:	Community Standards & Administration Manager
Type of Position:	Non-Exempt- Full Time with Benefits
Grade:	2

Position Summary:

The Community Standards Advisor will work closely with and be supervised by the Community Standards & Resident Services Administrator. The team will assist and report to the Community Standards & Administration Manager on all aspects of Brambleton's community-wide residential inspection program, covenants enforcement and architectural review process. Working in our team environment, the Community Standards Advisor will also provide support to all other Association functions.

Essential Functions:

- Participates in Brambleton's proactive inspection program which consists of routine lot inspections, monthly, quarterly and seasonal proactive inspection campaigns. Maintains accurate records and submits weekly activity reports in the proscribed format.
- Performs inspections of residential lots, unit exteriors and property throughout Brambleton to ensure compliance with the Design Guidelines for Brambleton and other applicable association documents. Inspections may require attention outside of normal business hours.
- Supports the monthly Covenants Committee meeting in preparing Architectural Review applications, coversheets and assist in production of decision letters to residents.
- Responds to and counsels, residents, their agents, vendors and contractors, Board and committee members and BCA staff, regarding covenants related matters verbally and in writing. Responds to all requests and concerns promptly and in a professional manner.
- Responds to concerns, obtains information to document the concern, inspects reported covenants violations and determines validity and appropriate action for processing the concern. Creates violation notices as needed and coordinates follow up action. Documents all actions and prepares case history for escalation to the Community

Standards & Resident Services Administrator and/or Community Standards & Administration Manager.

- Maintains accurate records and enters data in Association database.

Other Functions:

- Provides primary support to the Community Standards & Administration Manager, coordinates time in the office to ensure that a member of the Community Standards team is in the office during business hours.
- Works as a team with other Brambleton staff on routine or special projects.
- Performs related work and all other duties as assigned.

Front Desk Assistance, as needed

- Answers all incoming calls on multi-line phone system.
- Processes pool passes for residents on an as needed basis.
- Professionally meets and greets visitors at the Association office with upbeat and warm manner.
- Accepts and distributes incoming mail and packages.

Other tasks, as needed

- Opens and closes the Association office.
- Provides copying, faxing and any additional administrative support to staff, BOD and committee members.
- Assists with events, orientations and activities.
- Shares responsibility for maintenance of lot owner files, record keeping and filing.
- Proofs correspondence and other materials going out to the public.

Knowledge, Skills and Abilities Required:

A. Knowledge:

- Two years of experience working directly with customers or residents in property management, community association management or related field.
- Must have a working understanding of community association documents or the ability to learn and become proficient in this area.
- Building, construction and grounds maintenance experience helpful.
- Proficient in Microsoft Word, Outlook and Excel.
- Ability to learn and become proficient in software programs specific to the position.
- Ability to work independently and manage multiple tasks at one time. Also, must be capable of working with existing staff in small office environment.
- Must have a thorough knowledge and understanding of standard office and administrative practices and procedures.

B. Skills:

- Provides exceptional customer service.
- Excellent written and oral communication skills.
- Friendly, warm and outgoing demeanor.

- Customer service background is a benefit. Interacts and communicates effectively with residents, co-workers, management, committee members and Board members. Maintains composure in difficult situations and behaves professionally and with discretion at all times.
- Be able to read, interpret plans and documents to compare them with current field conditions.
- Must possess a valid driver's license and have use of personal transportation.

C. Abilities:

- Normal dexterity of hands and fingers.
- Regular, skilled use of personal computers and other office machines.
- Normal physical strength to handle routine office materials, tools and objects up to 25 lbs.
- Normal eye-hand-foot coordination.
- Normal physical mobility, which includes long distance walking over variable terrain.
- Normal verbal, written and non-verbal communication.
- Normal ability to see, distinguish color and hear.
- Normal sense of touch.

D. Work Environment:

- Primarily in the outdoor environment, typically walks or stands on variable terrain, bends, stoops, and must have ability to lift up to 25 lbs.
- Office environment typically sits or stands, stretches, bends and stoops.
- Fairly regular daytime schedule with night and weekend work for events, programs and other essential tasks. Participate in outdoor work for the occasional set up, breakdown and execution of community events.

Note: This job description is not intended to be all inclusive. Associate may perform other duties as assigned to meet the ongoing needs of the organization.