**Assistant Manager- Portfolio**

**Company Overview:** As a boutique HOA management company, Kelly Management Group stands out by offering tailored services to residential communities across San Diego. Our approach combines personalized care with professional management, ensuring that both clients and employees thrive. As a small business, we pride ourselves on offering hands-on, attentive support. We focus on building strong relationships with our clients and employees to ensure that each receives the care and attention they deserve. By fostering a culture of work-life balance and professional growth, we ensure that our team remains motivated and engaged.

**Job Overview:** Assist the Community Manager in the operation of their portfolio. Job duties include ensuring quality customer service is provided to the client, the covenants conditions and restrictions are enforced along with rules & regulations, and the oversight of vendors for quality control and adherence to contracts. The Assistant Manager supports the Manager by providing exceptional, responsive service to every resident or guest they encounter. The Assistant Manager executes a variety of managerial duties for the property and community. This position requires skilled representation (verbal, written, visual) always, with peak emphasis on delivering friendly, helpful and professional service to all residents, co-workers, board members and management.

**JOB DESCRIPTION**

**Duties and Responsibilities:**

* Provide dependable day-to-day customer service for clients.
* Creates a positive experience for homeowners and guests by attending to needs and answering questions.
* Receives and responds to incoming phone calls and emails from clients and vendors within 24 hours.
* Manage Clubhouse and Pool Reservations for the communities.
* Accept homeowner assessment and clubhouse payments by check only and deliver to accounting.
* Attend occasional monthly walkthroughs on properties.
* Attend occasional Board Meetings and accurately complete minutes for the Association.
* Foster involvement in Community Association Institute and California Association of Community Managers with the support of Kelly Management Group.
* Actively participate, communicate and update Community Link Portal.
* Organize and prepare incoming and outgoing correspondence to the membership.
* Interprets client account ledgers, replies to client account balance inquiries, research discrepancies.
* Prepare and complete work orders and violations for clients and portfolio manager.
* Prepares and tracks time sensitive forms for clients and vendors.
* Updates client database with contact information and enters notes into client accounts.
* Maintains vendor database - add/update vendor information, obtain w9 and proof of insurance.
* Prepares documentation for accounts payable vouchers and submits invoices for payment.
* Processes print jobs (fulfillment) and scanning as needed.
* Uses Excel, software and computer systems to track projects, work orders and violations.
* Ensure all related work orders and violations are handled in accordance with established procedures.
* Project completion as assigned by Portfolio Manager and/or Board of Directors.
* Assist in the preparation of monthly reports to the board of directors. (Examples; Customer Service Report, Work Order, Violation Report, etc.).
* Review and monitor community Policies and Guidelines.
* Maintain accurate and complete homeowner computer/hard copy files, Arc plan submittal reports, violation reports and correspondence, hearing correspondence, homeowner correspondence, etc.
* Communicate with Board Members on a regular basis and maintain enriched business relationships.
* Direct responsible vendors or staff for repairs on any given property in the portfolio.
* Provide input to the Portfolio Manager for changes in maintenance, repairs, purchases or policies that may benefit the community financially, decrease liability, or enhance homeowner satisfaction.
* Display professionalism, excellence, and a sense of pride in all aspects of duties and responsibilities.
* Complete all tasks/assignments in an accurate and timely manner.
* Know, understand, implement, and support company policies and procedures.
* Maintain a team-oriented approach when dealing with all other company associates.
* Welcome all visitors and internal employees with a cheerful disposition.
* Handle customer complaints or concerns by contacting the management team and/or supervisor.
* Maintain a positive and professional attitude.
* Ensure application of all necessary safety procedures and legal compliance.
* Complete company training as assigned and attend all company mandatory functions
* Comply with company policies and procedures
* Other duties as assigned.

**Qualifications:** High School Diploma or GED Required, Associates Degree preferred. Ability to address large volumes of incoming calls effectively and efficiently. Knowledge of Microsoft Office products (Word, Excel, Outlook, etc.) at a proficient level. Professional communication skills (phone, interpersonal, written, verbal, etc.). Professional customer service skills. Self-motivated, proactive, detail oriented and a team player. Time management and time critical prioritization skills. Must be able to handle multiple tasks. The ability to type at least 45 wpm. 1+ years of previous HOA experience required.

**Schedule:** Position is part-time/20 hours per week. This role is primarily a remote work position and is Monday - Friday 8:30AM – 12:30PM. Based on business needs, Assistant Manager will be required to report to in person meetings and appointments. Additionally, the work schedule may include working evenings and an occasional weekend day.

**Pay and Benefits:** $22.00 to $25.00 an hour, depending on education and experience.

*Kelly Management Group will compensate the successful candidate in accordance with the posted range. The salary or wage paid to the successful candidate will be commensurate with experience, education, and specific job responsibilities. For positions designated at a client's property, the salary or wage will also be premised upon the client's directive. The base pay range is subject to change and may be modified in the future.*

**Benefits Include:**

* Medical Insurance
* Dental Insurance
* Vision Insurance
* Life and Disability Insurance
* Time off including vacation, sick, and company paid holidays

**Physical Requirements & Working Environment:** The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Must be mobile enough to move around in a home office environment to make copies and work on a desktop/laptop computer
* Must be mobile enough to complete walk throughs, including up and down stairs and exterior pool, landscape and parkways.
* Must be mobile enough to stand for long periods of time and lift up to 25 pounds.
* Must be able to hear in order to receive telephone calls and voice mail messages.
* Must be able to sit for extended periods of time.
* Must have finger dexterity for typing/using a keyboard.
* Must be able to respond to requests and communicate to staff, co-workers, clients, and vendors

**Travel**: The only travel associated with this position is to drive, and in some cases walk through the communities assigned to perform walk throughs of facilities, meet with vendors and homeowners.

**Disclaimer:** *The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties, and responsibilities to this job at any time.* *Kelly Management Group is an equal opportunity employer committed to a diverse and inclusive workforce. Applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy), age, sexual orientation, national origin, marital status, parental status, ancestry, disability, gender identity, veteran status, genetic information, other distinguishing characteristics of diversity and inclusion, or any other protected status.* *Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with federal and state laws. All offers of employment with Kelly Management Group are contingent upon a satisfactory background check.*