**Facility Director**

**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 in the facility and property operations at a Master Planned Community in Chula Vista, CA. Job duties include ensuring quality customer service is provided to the client, maintenance of facilities at a maximum level, the covenants conditions and restrictions are enforced, and oversight of vendors for quality control and adherence to contracts. The Facility Director supports the General Manager and the Assistant General Manager by providing exceptional, responsive service to every resident or guest they encounter. The Facility Director is the interface who executes a variety of concierge/social/resident functions enhancing the resident experience at their property or community. The Facility Director is customer focused with excellent interpersonal communication and organizational skills and has a "can do" attitude. The Facility Director supports and executes administrative tasks as directed by the Board of Directors and management. This position requires skilled representation (verbal, written, visual) always, with peak emphasis on delivering friendly, helpful and professional service to all residents, co-workers and management.

**JOB DESCRIPTION**

**Duties and Responsibilities:**

* Welcomes homeowners/guests/vendors/new customers to the facility.
* Provide dependable day-to-day customer service for clients by answering phones and greeting visitors.  Provide support to the General Manager and Assistant General Manager.
* 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.
* Performs various administrative tasks in support of facility's mission.
* Organizes and prepares incoming and outgoing correspondence.
* Interprets client account ledgers, replies to client account balance inquiries, research discrepancies.
* Prepares and tracks time sensitive forms for clients and vendors
* Updates client database with contact information and enter 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, scanning and faxing as needed
* Use Excel, software and computer systems to track projects
* Ensure all Facility-related work orders are handled in accordance with established procedures.
* Assist in the preparation of monthly reports to the board of directors. (Examples: Work Order Report, Facility Report, etc.).
* Review and monitor community Policies and Guidelines.
* Ensure homeowner inquiries regarding facility usage are handled in accordance with the procedure and ensure Facility Rules are enforced for visitors.
* Issuance of resident identification, access fobs/ID cards, resident registration, and ensure appropriate computer and paper files are kept.
* Coordinate and attend, as requested, designated meetings or functions.
* Maintain accurate and complete homeowner computer/hard copy files, plan submittal reports, correspondence, hearing correspondence, homeowner correspondence, etc.
* Manage all incoming and outgoing mail. Notify appropriate staff when deliveries are received.
* Works with co-workers assigned to plan the coordination of events, programs and committees including an annual event calendar.
* Conduct walkthroughs of facilities on a weekly basis, direct responsible vendors/staff for repairs.
* Provide input to General Manager or Facility 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
* Other duties as assigned.

**Qualifications:** High School Diploma or GED Required. Bilingual English/Spanish 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. Previous hospitality or closely related experience preferred.

**Schedule:** Position is full-time/40 hours per week. This role is in Chula Vista, CA 91915 and is onsite Monday – Friday 8:30AM – 5:00PM. Based on business needs, the work schedule may include working evenings and an occasional weekend day.

**Pay and Benefits:** $20.00 to $24.00, 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 15 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 the office to make copies, send mail and faxes.
* Must be mobile enough to walk the facilities, including up and down stairs and exterior pool, landscape, parks and recreational areas.
* Must be mobile enough to move around during outside events, 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 community 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.*