



PECCOLE RANCH JOB DESCRIPTION - Community Manager, Standards

Letters of Application may be submitted to Manager@PeccoleRanch.net.

Title: Community Manager, Standards
Department: Administration
Reports to: General Manager, Supervisory CAM
FLSA: Exempt
Supervisory Responsibilities: No
Employment Status: Full-time

Peccole Ranch is an established master planned community with multiple benefited neighborhoods and sub-associations encompassing approximately 4000 residential properties and 57 acres of commercial properties including a public school, Clark County Library, and religious center. Amenities include a clubhouse, heated pool/spa, tennis courts, playground and 8-miles of paseos, walking trails and open spaces spread over one square mile.

Position Summary:

This position is responsible for partnering with the General Manager in a wide range of office management and support to the Association including but not limited to: interpretation and enforcement of the design guidelines and community standards in compliance with all local, state and federal law and the governing documents of the association, inspects homeowner properties and issue/approve all appropriate letters concerning community standards, and preparing written memorandums and meetings to ensure the compliance of the Board of Directors and Design Review Committee to the same laws. Must be able to handle multiple tasks and work in a demanding, fast-paced, diverse environment with documentation and follow-up. Must exhibit a high degree of professionalism and the ability to work with volunteers, the Board of Directors, the community and the general public on a wide-range of projects and issues. Work with homeowners to resolve issues through mutually agreeable solutions, and reports to the General Manager. Critical skills include organization and follow through with high level writing capabilities, editing, and proofreading correspondence. Must be self-managed; highly motivated and able to work independently and effectively in a team environment.

Essential Functions:

Administrative

- Responsible to the General Manager, Supervisory Community Manager (CM) to administer policies and directives of the governing documents for the Board of Directors to the Design Review Committee (DRC) and Hearing Committee.
- Administrative and oversight duties for the maintenance of homeowner files as it relates to compliance and DRC include the timely filing, scanning and cataloging all homeowner-related correspondence in Association management software.
- Prepare meeting packets, minutes and correspondence for DRC, Hearing Committee and Executive Board Hearings. Oversees and advises the Committees in best practices, historical knowledge of projects/compliance, and standard NRS 116 within capabilities.
- Assists General Manager with Annual Meeting, Annual Election, special projects and assignments as required.
- Writes article for the "community standards section" in the regular community newsletter.
- Provide statistical reports and analysis on Community Standards operations as required.
- Performs other duties as assigned.



Community Compliance

- Responsible for the overall day-to-day management, operation, administration and uniformly enforce the compliance policies as adopted by the Board of Directors of the Association.
- Responds to resident complaints of covenant violations in a timely manner; generally does not exceed two working days for a first response. Maintains records of covenant violations and follow-up actions in Association management software.
- Performs minimum of monthly inspections of the exterior portion of all Units and Lots to determine compliance with covenants and design standards. Oversees the issuing of violation letters and follow-up inspections to verify compliance.
- Issues letters and maintains records in association management software and scans into appropriate data file, logging homeowner responses into association management software and scans into appropriate data file, and monitoring fines as needed.
- Prepares agenda, violation histories, visit site and take pictures to assist Board of Directors or Hearing Committee.
- Ensures that state requirements for conducting hearings, taking minutes and maintaining records are met.
- Handle difficult homeowners (threats, obscene language, etc) in a manner which de-escalates the situation and provides the homeowner with information for appropriate options and resources.
- Investigate homeowner complaints and take appropriate action to resolve issues.
- Provide suggestions based on violations and issues consistently identified with in the community for annual review and revisions of PRCA Rules and Regulation by Board of Directors
- Ensures that courtesy patrol staff follows established policy and procedures, particularly safety procedures.
- Inform General Manager of significant issues that may affect the community.

Design Review

- Responsible for the overall day-to-day management, operation, and administration of the Design Review Committee (DRC), and policies as adopted by the Board of Directors of the Association.
- Oversees the design review process including review of applications within established timeframes, letters of approval, approval with modifications or denial and follow-up inspections to ascertain if work has been installed as approved. Issues letters and maintains records in association management software and scans into appropriate data file.
- Process DRC applications and notify homeowners of any noticed deficiencies in their plans.
- Visit site and take any pictures required by the DRC to aid them in making a decision.
- Maintain DRC submittal files and scans into appropriate data file.
- Facilitates the operations of the DRC including room arrangements, homeowner scheduling so as to provide confidentiality of architectural plans in accordance with NRS 116 and agenda for DRC reviews.
- Draft and mail letters to homeowners advising them of DRC decisions and, when necessary, their option to appeal the decision to the Board of Directors.
- Final Inspection – visit site to verify compliance in plans and that all conditions of approval have been met.
- Assure annual review and revisions of Design Guidelines by DRC.
- Prepares committee recommendations of the Design Guidelines for inclusion in Board packet.
- Develops and maintains in association management software and physical books of exterior home profiles for each community. Compiles a list of replacement product resources and paint schemes for homeowner convenience.
- Maintains inventory of signs and other items available through the onsite office.



Minimum Qualifications (Education, Experience, Skills)

- High School diploma (or equivalent)
- Two years of HOA experience (or equivalent) and Community Manager License (Provisional License preferred)
- Prior administrative office management experience.
- Proficient in MS Office, specifically Excel, Word and PowerPoint
- Knowledge of VMS software a plus
- Proven ability to manage projects independently.

Key Competencies

- Attention to detail and accuracy
- Strong writing skills
- Interpersonal skills
- Good communication skills
- Organizational skills
- Information management
- Problem-solving skills
- Decision-making skills
- Stress tolerance
- Negotiation skills
- Self-starter and ability to work independently
- Conflict management skills
- Works well in a team environment

Peccole Ranch Community Master Association offers a competitive benefits package including:

- **Paid holidays**
- **Vacation and sick time off**
- **Medical**
- **Dental**
- **Vision**
- **Short-term disability, with optional long-term and life insurance**
- **401k (with employer-match)**

Salary DOE. Must be able to pass drug and background check.

This is an onsite office position; office hours are 7:30 am to 4:00 pm, Monday through Friday, with rotating "on call" status once a month. While performing the duties of this job, the employee occasionally will be expected to work outside of the timeframe of "normal" PRCA business hours for the purpose of attending meetings of the committee they serve or the PRCA Board of Directors.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.



While performing the duties of this job, the employee is occasionally asked to drive their own vehicle and will be compensated at the rate recognized by the IRS. Additionally, the employee is asked to provide proof of insurance on their own vehicle and valid driver's license.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.