



Director of Community Management Services

Greater Tacoma Washington

Full Time

4 days a week in office

Association Services recently merged with 5150 Community Management. Together we are committed to transforming the HOA industry by creating a positive experience our clients will value. Our vision is unique and refreshing; we strive to communicate, collaborate and help each other succeed. We build trust through teamwork with the homeowners and boards in the communities we serve. This is your opportunity to join a team that wants to build a brighter future for the industry.

Job Summary

We are looking for a director to lead our team of professional community managers in Washington. You will work to create a better experience for the 6,200 Homeowners and 46 HOA Boards we serve. You will proactively provide coaching and mentoring that ensures our community managers deliver a positive experience to our customers. You will focus on and implement process improvements which will optimize client experiences while liberating your team to work in the most effective way possible.

Our Culture

We inspire each other to make a difference in the communities we serve using a caring customer service attitude. We are calm under pressure and respectfully express our perspectives with confidence and conviction. We actively look for ways to improve processes and improve the work environment. This is expressed in the company's core values of:

- **Team Player:** We are respect and helpful
- **Strive for Excellence:** We are consistent, detail-oriented, and organized, and we follow-thru, teach, learn, and seek continuous self-improvement
- **Just Do It:** We have a strong work ethic and are willing to be accountable
- **No Drama, Llama:** We don't stir the pot, instead we bring positive energy
- **Do the Right Thing:** We operate with Integrity, Honesty, Kindness, Empathy

The Work

- Create a positive experience for the internal team.
- Identify and implement customer focused initiatives that provide a better experience for the customer and our team.

- Oversight and onboarding of new HOA Communities in an efficient and effective way that exceeds customer expectations.
- Capacity Management – effectively match ratios and personalities of community managers and assistants with the HOAs they serve.
- Actively bring issues and solutions to the leadership team for consideration, discussion and see them to resolution and then ensure these processes are Followed by All (FBA).
- Attend industry conferences and/or sit on an industry board or committee to proactively identify and bring back improvement opportunities that could be incorporated into the business.
- Focus on the key metrics of the business across the Washington region
 - Client retention and satisfaction
 - Employee satisfaction
 - People management

Qualifications:

- Community Management Experience is required, CAI certifications are a plus
- Demonstrated roles involving leadership and people management
- Conflict management – At any given time, a community manager is dealing with a conflict at the customer level. Diplomacy is needed. Be the point of escalation for Washington communities so that issues do not reach the CEOs desk. Coach the team member on conflict resolution.
- Financial literacy in particular knowledge of HOA accounting, fiscal planning and budgeting
- Effective communication (verbal and written)
- Public speaking at HOA events or having the opportunity to speak at industry conferences.
- Technology savvy. Experience with HOA software such as Vantaca or similar
- Understanding of relevant laws and regulations

Apply now.

If you are ready to be on the forefront of driving positive change in the industry and a making a meaningful impact for the communities we serve, we want to hear from you.

Come join our team.