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## Position Description

<b>Position Title:</b>	<b>Compliance Coordinator (Part-time)</b>	<b>Job Number: 3779</b>	
<b>Reports To:</b>	Community Manager		
<b>Department:</b>	Central Division		
<b>FLSA Status:</b>	Non-Exempt	<b>Last Updated:</b>	July 20, 2015

## The Company

Do you aim high? Are you genuinely helpful? Are you looking for a place where you can make a difference, receive ongoing support and training, and build a rewarding, long-lasting career? Then you may be a good fit for FirstService Residential, North America's foremost property management firm. We're all about our associates, and as we continue to grow, we're looking for even more quality people who share our dedication to doing what's right, improving residents' quality of life, building great relationships and truly making a difference for their clients, their colleagues and themselves. Is that you? If so, we think you should get to know us.

## Job Responsibilities

The Part-time Compliance Coordinator is responsible for regularly touring the neighborhoods (weekly or bi-weekly) street by street, inspecting, documenting and photographing any issues on individual properties or in the parks /open areas.

## Essential Duties & Responsibilities

The Compliance Coordinator will notify owners and residents in writing of issues on their property that is out of compliance with the Community's standards.

## Additional Duties & Responsibilities

- *Practice and adhere to FirstService Residential Global Service Standards.*
- *Conduct business at all times with the highest standards of personal, professional and ethical conduct.*
- *Perform or assist with any operations as required to maintain workflow and to meet schedules. Notify supervision of unusual equipment or operating problems and the need for additional material and supplies.*
- *May participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements, policies, and regulatory guidelines.*
- *Ensure all safety precautions are followed while performing the work.*
- *Follow all policies and Standard Operating Procedures as instructed by Management.*



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- *Perform any range of special projects, tasks and other related duties as assigned.*

### Supervisory Responsibility

None

### Education & Experience

None

### Knowledge, Skills & Proficiencies

- Excellent communication skills (written and verbal) to clearly, tactfully and professionally explain Community standards.
- Maintain a friendly professional demeanor while interacting with residents in person or over the phone.
- Return phone calls and emails with 24 hours addressing any concerns or questions regarding compliance letter(s) received.
- Regularly re-inspect properties and close-out the noncompliance file if property issue has been corrected.
- Provide daily/weekly reports of areas/properties toured as requested.
- Inspect property prior to sale/closing to ensure property is in compliance with Community standards prior to sale to new owners.
- Proficient in use of Outlook, Word and Basic Excel.
- Other duties as assigned by supervisor.

### Tools & Equipment Used

None

### Physical Requirements / Working Environment

Ability to survey properties on foot as needed; as well as, work outside year-round.

### Travel

Utilizes personal vehicle to survey properties.

### Disclaimer

The above information on 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.