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## Position Description

<b>Position Title:</b>	<b>Senior Community Coordinator</b>	<b>Job Number:</b>	<b>3780</b>
<b>Reports To:</b>	Regional Director		
<b>Department:</b>	Southern Arizona Division (Tucson)		
<b>FLSA Status:</b>	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

Time will be split between assigned communities of 75%; and leadership role within the organization over community coordinators of 25%. The community coordinator job description is described elsewhere but it is expected that the assigned communities will continue to be managed at the highest professional levels. The leadership role's essential duties, responsibilities, and qualifications are described below or as otherwise directed by the VP.

## Essential Duties & Responsibilities

The principal areas of focus for a senior community coordinator are corporate support, team development, team performance, client relationships and leadership. These areas will allow the senior community coordinator to maximize the success of the team and provide the basis for ongoing leadership opportunities. These areas are further developed below.

### Corporate Support

- Coordinate community coordinator coverage (formal time off approval) for the phone coverage and work assignments, including vacations, breaks, etc.
- Support and attend the bi-monthly all manager meetings

### Develop Team

- Assist new community coordinators in gaining proficiency in all FirstService Residential trained areas. Be available and accessible for questions/issues.



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- The following work products must be reviewed by the senior community coordinator upon assignment of communities to individual team members:
- Management Reports (uploaded into FSRConnect and saved correctly) – 3 consecutive
- Minutes (uploaded into FSRConnect and saved correctly and assurance that no Executive Session minutes have been included) – 3 consecutive
- Weekly Reports (uploaded into FSRConnect and saved correctly with “private” notation in place) – 3 consecutive
- Mailings (in-house or Illustratus/WelcomeLink) – 3 consecutive
- Waiver Request Process (communication with AR and with owner) – 10
- FSRConnect – Monthly for 3 months (minutes, management report, financials, board of director lists, Info Center updates, property notes comments, etc.)
- Assist the community coordinators with challenges as they arise and coach to ensure that the FirstService community management standards are being met.
- Assist community coordinators with the use of various tools and requirements of FSRConnect and the importance of keeping this database updated with association documents, mass communication, property notes, call log comments, etc.
- Assist community coordinators in the use and benefits of Outlook email and calendar system.
- Provide assistance in ensuring accuracy, completeness and filing of the monthly Management Reports, Minutes, Financials and all aspects thereto.
- Support various department heads with department protocols, communications and requirements for appropriate interface.

### **Team Performance**

- Ensure the team understands expectations for customer service, character/attitude/professionalism and work ethic.
- Periodically check performance of team members to include, at a minimum, the following:
  - Review all mailings (in-house and Illustratus/WelcomeLink)
  - Assist with management of respective regional metrics
  - Administer annual performance reviews for community coordinators in assigned office
- Assist with watch list clients to meet established retention goals.
- Hold monthly team meetings
- Hold one-on-one touch base meetings every 4-6 weeks, or as may be needed on an individual basis

### **Client Relationships**

- Ensure that team exceeds the minimum required NPS score.



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- Assist VPs in managing NPS process.
- Coach with communications (written and verbal) with all board, owners and internal staff.
- Assist with difficult clients as may be needed.

### **Leadership**

- Ensure that best practices are used by team.
- Attend regional team meetings to stay abreast of current information and communication with team.
- Provide a strong leadership example with your team and throughout FirstService Residential.
- Demonstrate and provide affiliate support.
- Assist with difficult clients as may be needed.

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

### **Supervisory Responsibility**

Supervision of employees assigned to given association.

### **Education & Experience**

An experienced administrative professional with a minimum of 2-3 years in the industry.



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### **Knowledge, Skills & Proficiencies**

- Proficiency in FirstService Residential's database management systems and inter-departmental procedures.
- An assertive/positive team player who can manage multiple tasks for crucial deadlines.
- Strong leadership and initiative skills; exercises discretion with confidential and sensitive issues.
- Excellent verbal, written communication and management skills, commitment to professional standards.
- Outstanding organizational skills and meticulous attention to detail.
- Self-motivated and able to work with minimum supervision.
- Accepts direction and supervision.

### **Tools & Equipment Used**

None

### **Physical Requirements / Working Environment**

None

### **Travel**

None

### **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.