

# Day in the Life of a Community Manager

## Customer Service

You are responsible for customer interactions. While you have an awesome support group in our Homeowner Services team, there may be escalated calls, emails, and walk-ins that will require your ability to defuse concerns. You must be able to emotionally separate yourself from the situation, and work with the homeowners and board members to find resolutions.

## Vendor Management

Vendor management requires consistent follow-up and over-communication. Take the time to understand the project well, and keep in mind that we are representing the association as a whole.

## Project Management

Project Management requires coordination of many moving pieces. This includes cultivating a collective decision amongst your Boards, generating a detailed RFP, gathering bids, generating apples-to-apples comparison charts, negotiating contracts, scheduling work, overseeing the work, and verifying work completion.



As community manager, you are the face of the HOA to the homeowners and an advisor to the board members. You are the master of administrative projects and tasks, and no detail escapes your attention.

## Public Speaking

You are able to command a room. You feel comfortable speaking in front of large groups, even if you're delivering unpleasant news. You're able to give clear directions, and you are patient with both younger and elderly groups.



My favorite part of being a community manager is learning so much about so many different things. There is nothing more satisfying than finding a feasible solution to accommodate what at the surface was a difficult situation. Being level-headed and solution oriented really helps too."

Lydia G.  
Community Manager

## Conflict Mediation

Community management requires the ability to anticipate concerns, listen carefully, and understand challenges. You have the ability to place yourself in the other person's shoes, and to offer multiple creative and unbiased recommendations for solutions.

## Finances and Budgeting

You pay detailed attention to invoices, seek money saving options, compare invoices to the monthly budget and to approved bids, obtain Board approval for all expenses outside of budgeted and/or approved projects. As needed you analyze expenses and pending projects in preparation of the new fiscal calendar budget, as well as prepare a draft budget for Board approval.

## Meeting Management

You have the ability to prepare an efficient agenda, and you understand parliamentary procedure. During meetings, you call the meeting to order, take notes/minutes, keep Board members and homeowners on task, report on the financial standing of the association, answer homeowner questions, and provide unique recommendations to the Board members and homeowners regarding common challenges.