

## **Job Description: Community Relations Representative**



**Department: Community Relations**

**Classification : N/A**

**FLSA Status: Non-Exempt**

**Last Revised: May 2017**

### **Summary**

This position is the primary interface for The Landings Association's customers and operates in support of various departments within the Association.

### **Organizational Relationships**

This position reports directly to the Executive Assistant / Community Relations Director and works on a team of representatives with a high level of interface with residents, contractors and other visitors to The Landings. Supports other TLA staff as needed both administratively and with special projects.

### **Primary Duties and Responsibilities**

1. Assists customers (in person, via phone, and via e-mail) on various issues.
2. Answers questions, handles customer requests, and processes permits in a variety of areas including commercial vendor processing, Dog Park administration, Storage Yard administration, chipping facility and other sales, amenities reservations, and Architectural and Covenants form processing, as needed.
3. Supports other departments with administrative tasks such as meeting management, mailing, data entry, document/presentation preparation, and other general clerical support functions.
4. Manages reservation calendar, handles resident and employee requests, and tracks rental process for TLA amenities including: Sunset Pavilion, RV lots, meeting rooms, and athletic field.
5. Ensures resident demographic and vehicle information is current in the ABDI database for both residents and commercial vendors.
6. Processes payments for various fees and payments using Sales Pad.
7. Conducts new resident orientation including producing and providing resident with welcome information packets.
8. Looks for opportunities to continuously improve the operations and quality of TLA, the Community Relations department and his/her individual contributions on the job.
9. Understands the Vision and Mission of TLA and how his/her position impacts its success.
10. Understands Board-approved Objectives, Goals, Strategies and Measures and appropriately directs daily duties to achieve these directives.
11. Participates in cross functional teams for completion of projects in a timely manner, as well as special events and employee teams sponsored or co-sponsored by TLA.
12. Performs other duties as directed.

### **Technology Requirements**

- High level of proficiency in Microsoft Office products including: Word, Excel, PowerPoint and Outlook.
- Intermediate knowledge/skill of TLA software such as TimeForce, Greenshades, PN3, ABDi, etc.
- Strong knowledge of office machines and processes (i.e. copier).

**Key Knowledge, Skills, Abilities and Behavioral Characteristics Needed**

- Excellent customer service skills
- Understanding of Landings Association governing documents
- Strong written and oral communication skills
- Ability to take direction well and operate in a team atmosphere
- Must be a strong team player with ability to listen and resolve conflicts effectively.
- Ability to look up, interpret and manage resident/vendor information in TLA database
- Knowledge of proper safety practices associated with job responsibilities
- Goal-oriented, with a high degree of initiative in resolving routine issues and scheduling/accomplishing work efficiently and effectively
- Detail-oriented with ability to multi-task and meet deadlines

**Minimum Job requirements**

- At least two years of comparable work experience in a busy office environment
- A valid driver's license with insurability at normal risk rates
- High school diploma or equivalent.

## Physical Requirements and Working Conditions

| Physical Activity  | Never | Occasionally<br>(10-25%) | Frequently<br>(26-70%) | Regularly<br>>70% |
|--|-------|--------------------------|------------------------|-------------------|
| Standing for sustained periods of time   |       | X                        |                        |                   |
| Walking to accomplish tasks  |       | X                        |                        |                   |
| Climbing stairs and ladders  |       | X                        |                        |                   |
| Reaching – extending hands and arms in any direction   |       |                          | X                      |                   |
| Balancing - Maintaining body equilibrium to prevent falling while walking on uneven and/or slippery surfaces |       | X                        |                        |                   |
| Driving  |       | X                        |                        |                   |
| Stooping   |       | X                        |                        |                   |
| Kneeling   | X     |                          |                        |                   |
| Crouching  |       | X                        |                        |                   |
| Crawling   | X     |                          |                        |                   |
| Pushing with steady force in forward, downward or upward motion  | X     |                          |                        |                   |
| Pulling to draw, haul or tug objects in a sustained motion   | X     |                          |                        |                   |
| Lifting from a lower to high position or moving objects horizontally from position to position               |       | X                        |                        |                   |
| Using fingers to pick, pinch, type   |       |                          |                        | X                 |
| Grasping with the fingers and palm   |       |                          |                        | X                 |
| Feeling – perceiving size, shape, temperature or texture by touching with skin and fingertips                |       | X                        |                        |                   |
| Talking  |       |                          |                        | X                 |
| Hearing – receiving detailed information through oral communication with ability to discriminate sounds      |       |                          |                        | X                 |
| Repetitive motion – substantial motions of the wrists, hands and/or fingers                                  |       |                          |                        | X                 |

| <b>Visual Acuity Requirements<br/>(color, depth perception and field vision)</b>                  | <b>Never</b> | <b>Occasionally<br/>(10-25%)</b> | <b>Frequently<br/>(26-70%)</b> | <b>Regularly<br/>&gt;70%</b> |
|---|--------------|----------------------------------|--------------------------------|------------------------------|
| Ability to utilize computers, and smartphones to enter/retrieve data and/or prepare documentation |              |                                  |                                | X                            |
| Visual acuity to operate motor vehicles   |              | X                                |                                |                              |
| Ability to make detailed observations of people, paperwork and supplies                           |              |                                  |                                | X                            |
| <b>Lifting Requirements</b>   | <b>Never</b> | <b>Occasionally<br/>(10-25%)</b> | <b>Frequently<br/>(26-70%)</b> | <b>Regularly<br/>&gt;70%</b> |
| 0 - 10 pounds   |              |                                  |                                | X                            |
| 10-20 pounds  |              | X                                |                                |                              |
| 30-50 pounds  | X            |                                  |                                |                              |
| 50-100 pounds   | X            |                                  |                                |                              |
| Over 100 pounds   | X            |                                  |                                |                              |
| <b>Environmental Condition</b>  | <b>Never</b> | <b>Occasionally<br/>(10-25%)</b> | <b>Frequently<br/>(26-70%)</b> | <b>Regularly<br/>&gt;70%</b> |
| Works around water  |              | X                                |                                |                              |
| Subject to sun and outside cold/hot temperatures including wind and humidity                      |              | X                                |                                |                              |
| Subject to noise levels requiring worker to shout to be heard above ambient noise level           | X            |                                  |                                |                              |
| Subject to vibration  | X            |                                  |                                |                              |
| Works near moving mechanical parts or moving vehicles   |              | X                                |                                |                              |
| Works in high, precarious places  | X            |                                  |                                |                              |
| Works in close quarters, small enclosed rooms, crawl spaces, etc.                                 | X            |                                  |                                |                              |
| Subject to fumes or airborne particles  |              | X                                |                                |                              |
| Subject to toxic or caustic chemicals   | X            |                                  |                                |                              |
| Encounters wild animals   |              | X                                |                                |                              |
| Risk of electrical shock  | X            |                                  |                                |                              |
| Other (write in)<br>•   |              |                                  |                                |                              |

**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

This job description has been approved by:

\_\_\_\_\_ Date \_\_\_\_\_  
Executive Assistant

\_\_\_\_\_ Date \_\_\_\_\_  
HR & Organizational Effectiveness Director

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

*The Landings Association is an equal opportunity employer and, as such, does not discriminate in employment opportunities or practices on the basis of race, religion, sex, national origin, age, disability, or any other characteristic protected by law. All employment decisions are based on merit, qualification, abilities, and company need.*