

Pine Mountain Lake Association Job Description

Job Title: Rental Compliance Coordinator
Job Code: 50
Employee Name:
Department: Administration
Location: Administration Building
Reports To: Community Standards Director
FLSA Status: Non-exempt
Prepared Date: 2/8/2021 sa

SUMMARY

The Rental Compliance Coordinator shall assist the Community Standards Director with community outreach, rental registration, complaints and/or alleged violations of the Pine Mountain Lake Association CC&R's and other governing documents that relate to both long-term and short-term rental properties as well as education and member services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Develop a comprehensive understanding of HOA Governing Documents and apply such to variety of projects and situations in relations to short and long-term rentals.
- Liaison for Rental Managers, Property Owners, Tenants and Rental Services.
- Keep master list of Registered Rentals with Property Owners, Tenants, Property Managers information.
- Receives complaints, investigates unregistered rentals, assist in rule enforcement.
- Determines the nature of the complaint and investigates for validity by performing inspections and corresponding with all parties involved.
- Assists in CC&R education with focus on renting within PMLA.
- Assist in developing, implementing and improving a comprehensive Rental Management Program.
- Organize information for reference and create an effective archive of accurate, necessary reference material. Maintain and continues to improve information sources for the public.
- Interact with Tuolumne County entities for information, compliance and code standards.
- Composes, types and maintains routine rental correspondence. Maintains time lines and goals for Rental Properties. Maintains accurate records and files for easy retrieval.
- Must interact professionally and competently with property owners, renters, vendors, non-members, co-workers and the public.
- Must be able to meet deadlines.
- Maintains confidentiality and privacy on all cases.
- Must have computer and office equipment skills preferably in Microsoft Suite, copy machines and large-scale scanners.
- Must have a valid CA driver license and clean MVR.
- Work various shifts, weekends, holidays and overtime as required.
- Regular, punctual attendance is required.
- Other duties may be assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associates degree (A.A.) or equivalent from two-year College or technical school; or three to four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as rules and guidelines, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before property owners, renters, vendors, non-members, co-workers and the public.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute ratio and to interpret square footage/dimensions.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid California driver's license required.

OTHER SKILLS AND ABILITIES

Close attention to detail. Have the ability to work with specific computer software. Possess above average organizational skills. Must have the ability to communicate effectively with property owners, renters, non-members, co-workers and the public.

EQUIPMENT USED

Telephone, computer/printer, adding machine, copier, stapler, fax, postage meter, package, scales, label maker, other standard office machines. Can operate equipment such as digital cameras, computers, and cellular phones.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee is required to walk varying distances, which includes flat surfaces, steep terrain and rocky slopes.
- Employee is required to acclimate to fluctuating weather conditions.
- While performing the duties of this job, the employee is regularly required to communicate, comprehend, interpret, and provide a solution.

- The employee is required to stand, sit, and walk for extended periods.
- The employee is required to use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; climb; balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the employee may frequently be exposed to extreme outdoor weather such as rain, wind, heat, cold, as well as daily temperature changes.
- The employee may frequently be exposed to fumes or airborne particles and possible allergens, which derive from natural vegetation.
- The noise level in the work environment is usually moderate.
- Employee shall work well under pressure; have the ability to maintain professional composure and act accordingly when interacting with distressed and/or ill-tempered property owners; meet multiple and sometimes competing deadlines.
- Employee shall at all times demonstrate cooperative behavior with colleagues and supervisors.