

# BROADLANDS

Association, Inc.

**Job Title:** Covenants Inspector

**Job Type:** Full Time, Hourly, Non-Exempt

**Position Summary:** Primarily assists with rules enforcement and routine property inspections. Supports the enforcement of standards, rules, and regulations by routinely conducting visual exterior inspections of properties and providing notifications and violation reports to property owners. Interfaces with property owners to minimize/resolve problems and complaints. Provides support to Covenants Manager in daily inspections of the community, and other duties as requested by the General Manager. This position is non-exempt under the Fair Labor Standards Act.

## Primary Job Functions:

1. Covenants Enforcement:
  - a. Assists Covenants Manager in performing exterior property inspections of residential lots, unit exteriors, and property throughout Broadlands to ensure compliance with Design Guidelines and other applicable association documents.
  - b. Clearly and accurately generates notifications and inspection reports to property owners for all inspections performed or as assigned, in accordance with the Association's governing documents, policies, and procedures.
  - c. Responds to and counsels residents regarding covenants-related matters, verbally and in writing.
  - d. Responds to complaints, obtains information to document complaints, inspects reported covenant violations, and determines validity and appropriate action for processing the complaint. Creates violation notices as needed and coordinates follow-up action. Documents actions and prepares case history for escalation.
  - e. Assists in assembling committee/Hearing packages and attends Board of Directors meetings, as needed.
2. Maintains working knowledge and familiarity with Association Rules & Regulations.
3. Maintains a professional, courteous, and respectful demeanor with residents, particularly when handling sensitive compliance situations. Responds to inquiries in a timely manner via email and phone.
4. Distribute forms/materials appropriate to resident needs and requests.
5. Follows Association policies and procedures.
6. Performs other duties as assigned by the General Manager or Covenants Manager.

## Qualifications:

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 essential functions.

- Ability to work independently and manage multiple tasks at one time.
- Ability to work in a small office environment.
- Friendly, warm, and outgoing demeanor. A customer service background is a benefit.
- Interacts and communicates effectively with residents, co-workers, management, committee members, and Board members.
- Ability to follow through to ensure issues are resolved.

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- Maintains composure in difficult situations and behaves professionally and with discretion at all times.
- Must possess a valid driver's license and good driving record.

## **Knowledge, Skills, and Abilities:**

Excellent verbal and written communication skills.

Ability to read and understand governing documents, architectural guidelines, and homeowner correspondence.

Ability to write routine reports, articles, and correspondence.

Ability to speak before groups of residents or employees of the organization.

Ability to calculate calendar due dates.

Proficient in Microsoft Word, Outlook, and Excel. Familiarity with SmartWebs software and mobile app a plus.

Positive, innovative approach to problem solving.

Ability to work independently and as a team member.

Ability to work in an organized, efficient manner with a high level of accuracy, attention to detail, and follow-through.

Ability to exercise sound judgment and discretion.

Excellent time-management and general organization skills. Must be accountable for time.

## **Education/Experience:**

Experience working directly with customers or residents in property management, community association management, or related fields preferred.

## **Physical Demands:**

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

May be required to stand, walk, sit, use hands and reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, and talk or hear.

Walk over uneven ground, up hills, etc. Walk a distance of 500 yards.

Ability to stand for 45 minutes.

Conduct outdoor inspections in a variety of weather conditions.

Operate association-owned motor vehicle and pass annual driving record check.

**Salary – \$24.00-\$28.00/hour DOE, full benefits package including health, dental, life, retirement, PTO, paid holidays**

**Email resume and cover letter to Sarah Gerstein, General Manager, at [Sarah@Broadlandshoa.com](mailto:Sarah@Broadlandshoa.com).**