

THE BONITA BAY COMMUNITY ASSOCIATION
POSITION DESCRIPTION

<p><u>POSITION TITLE:</u> Design Review & Covenants Coordinator</p> <p><u>SUPERVISOR:</u> Director of Design & Covenants & Covenants</p> <p><u>WAGE & HOUR STATUS:</u> Non-Exempt</p> <p><u>STATUS:</u> Year-Round, F/T</p>	<p><u>EMPLOYEE NAME:</u></p> <p><u>COMPANY/DIVISION:</u> Bonita Bay Community Association</p> <p><u>REVISION DATE:</u> July 2022</p> <p><u>APPROVED BY:</u> Director of HR</p>
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ACCOUNTABILITY OBJECTIVES:

- Coordinate and organize Design Review submittals, create/update and distribute Design Review agenda. Maintain an efficient and accurate filing system, update various department reports, coordinate department mailings. Prepare draft approval letters, finalize and distribute. Process construction deposits and Certificates of Compliance. Maintain New Construction and Modifications agenda book.
- Provide administrative support to the Director of Design & Covenants and provide instruction and guidelines for design review process to the homeowners, builder, consultants and contractors.
- Coordinate specific projects assigned by Director of Design & Covenants and assist with the execution in a systematic and professional manner.
- Coordinate with the Director of Design & Covenants the processes to help solve resident, builder and contractor concerns in a timely manner, effectively meet the needs of the residents/members to assure customer satisfaction.
- Document and track design review process for submittals.
- Drive through property to proactively identify potential covenant violations, review and track violations, prepare notices. Work with Director of Design & Covenants Review and Covenants and Compliance Committee to coordinate and schedule hearings for violations, mail the Notice of Hearing and send Notice of Fine as needed.

- Assist the Director of Design & Covenants Review & Covenants in evaluation the Design Review Process on a regular basis and make recommendations/
- Additional duties as assigned in both areas of responsibility.

NATURE OF POSITION:

- Reports directly to the Director of Design & Covenants and Director of Community Relations
- Works closely with Director of Design & Covenants and department managers, assisting with problems and providing excellent customer service.
- Has telephone and in person contact with residents, vendors and company departments.
- Works with builders, contractors, governmental agencies, engineers, attorneys and architects.
- Provides assistance with covenants enforcement and violations.

PRINCIPAL ACTIVITIES IN OBTAINING ACCOUNTABILITY OBJECTIVES:

- Works with homeowners, builders, contractors, governmental agencies, engineers, attorneys, architects and staff.
- Works closely with Design Review Committee in the processing, organization, mailing, and filing of the Design Review submittals.
- Performs other related duties as requested and assigned in both areas.
- Reports and tracks covenants violations through communication with the Director of Design Review & Covenants

SUCCESS CHARACTERISTICS AND QUALIFICATIONS:

- Must have an understanding of the company's corporate philosophy, values and strategic objectives.

- Must be proactive member of both the Design Review areas. Must be able to recognize problem areas, solve and/or propose solutions with minimum guidance. Must be flexible and able to prioritize tasks.
- Must be “customer service oriented” as it relates to serving company management, board members, residents and the third-party customers.
- Must be a proactive member of the team, willing to share and generate ideas to improve company strategies, operations, and communications, leading to a stronger more efficient and successful business.
- Must have dedication, commitment and the desire to excel.
- Become proficient of covenants violations through a training program and weekly property drive-thru.
- Integrity, honesty, ability to communicate sensitive information in a confidential manner.
- Proactive, self-starter, able to work independently, flexible, while establishing priorities of 2 differing areas.
- Able to meet the needs of both areas while dealing with heavy phone and resident/builder/contractor walk-in traffic.
- This position requires a High School diploma or equivalent
- Associate degree or commensurate experience.
- State of Florida Community Association Managers license a plus but not required.
- A valid Florida Driver’s License is also required.
- Must be computer literate in Microsoft Office programs; and become proficient in managing the administrative modules of Jonas.