



Example of Community Support Job Description

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Our company is looking for a community support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for community support

- Recruit, hire, mentor and manage Community staff
- Manage and provide leadership to the Resident Relations team, and ensure retention goals and resident expectations are met
- Manage and provide leadership to the Service Manager and the Service Team, and ensure maintenance and aesthetic goals for the Community are met
- Provide feedback on performance and hold associates accountable by setting goals that are in alignment with the Company's expectations for the Community
- Hold team meetings, including daily huddles, to foster communication and collaboration amongst the team
- Ensure the highest level of customer experience is provided by shadowing sales, office and maintenance team members to identify areas of opportunity
- Updating customer data through CA's administrative portal is an integral part of this position's responsibilities
- Provide administrative, analytical and operations support to CA business leadership team
- Apply business knowledge to review gaps in reporting between various systems that support CA and escalate to branch/internal leadership to reconcile data and/or AR
- Provide direct support to clients & branches by phone, email, and through effective use of CRM tools

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- Post Sales & Front Door Help Desk
 - Maintain cooperative and productive relationships with internal teams
 - Knowledge of community services, education, and recreation programs, safety precautions, first-aid procedures, individual and team sports, community interests and needs
 - Good oral and written communication skills, with the ability to prepare reports and make presentations
 - Twelve (12) years of related experience with at least ten (10) years in a management role
 - Must be able to lift 25lbs continuously, 50lbs intermittently