



Our objective is to be transparent and clear about the work duties and expectations for Association employees. With that in mind, please consider the following as you review the Communication Manager position description. We hope you will consider applying.

1. Working within the Association requires a high degree of skill in, and comfort with, a.) customer service, b.) problem solving, and c.) conflict resolution.
2. The Association is a non-profit service organization, and as such many of our duties are highly administrative. While you will have some degree of creativity with, and input towards, the work you do, there is a lot of repetitive, reporting and recording administration that comes with every job within the Association.
3. While there are times where you can easily focus on the projects and tasks of your job, there will be days filled with interruptions, distractions and changing priorities. If you would find such an environment unnerving, this is not the office for you!
4. Our office is open from 8:30am – 5:30pm and all staff takes turns each week covering approximately one opening and two closing “shifts”. While we can sometimes meet special schedule requirements, that should not be an expectation. It is expected that all staff will occasionally (1x/month) open the office on Monday and close on a Friday! We always seek to ensure everyone has a fair and reasonable schedule.
5. The Communication Manager will likely sit in the front of the office, in what some may consider a receptionist area. This is partly because our small, unique office space does not allow for every staff member to have a private office and partly because as the Communication Manager, a key part of your job is tracking current trends, education opportunities and concerns within the community. Sitting up front and greeting customers is a great way to collect this information. The conference room is available during those times you need an uninterrupted period to concentrate on a project.

It should be noted that all staff answers phones and greets/helps customers who stop by the office. However, the primary/first contact for walk-ins is the Communication Manager, while the front-line on phones is the Office Manager.

6. The Communication Manager position requires a high degree of organization and planning. Timelines for production of various communication pieces, and deadlines for contributors must be managed well. While you don't need formal project or production management experience, a predisposition towards skills found in such work would be a benefit.
7. Strong writing skills are not a requirement for this position (more often you are *managing* Association communications vs. *creating* them), however having a comfort with the written word, and the ability to create and edit content is a definite advantage. More importantly, strong candidates will have the ability to oversee the theme, content and message of a project, and successfully visualize how projects/communications link together.

We are a small office and personality, adaptability and the ability to work in a small team environment are as important as the hard skills you would bring to the position. While everyone has their job priorities, we back each other up. Flexibility, positivity and a desire to support your team members and the Snoqualmie Ridge Community are necessary!



Communication Manager Position Plan Full-Time, Salaried

Salary Range ~ \$40,000 - \$60,000 per year

(starting salary will be based on experience and skill set)

Medical, Vision, Dental Benefits - 401K Program with Company Matching - Generous Time-Off Policy

Primary Responsibilities (87.5%) (35 hours/week avg.)

1. Resident intake (*walk-ins/front desk*) & response management (*customer service/administrative*) - 17.5% (7 hours/week avg.):

- Offering timely and relevant community information
- Encouraging compliance with the governing documents
- Greet walk-in customers
 - Field general questions
 - Disseminate information (ROA forms, event flyers, etc.)
 - Modification application intake
 - Accepting assessment/event payments
 - Movie ticket sales
- Info Box management
 - craft professional and timely responses to email inquiries

2. ROA Newsletter (*creative/administrative*) - 17.5% (7 hours/week avg.):

- Creating opportunities for social interaction
- Offering timely and relevant community information
- Encouraging compliance with the governing documents
- Providing forums for owner participation
- Currently published 3 times a year (Spring / Summer / Winter) – as we move to electronic dissemination number of issues may increase
- Create production schedule; brief staff and community partners of all relevant deadlines
- Run mailing lists (until only electronic distribution) Create content outline
 - recommend and develop content based on info box inquiries, customer feedback, community trends and issues
 - work with staff, Board of Directors and community partners to develop their contributions
- Manage all content from initial draft to final art (*creative work is done by a contract graphic designer*)
 - approve artwork, theme, and layout
 - editing
 - proofreading
- Advertiser liaison
 - secure ads
 - correspond with advertisers;
 - manage invoicing
- Manage project and work with Graphic Designer and Printer to ensure quality and timeliness of final product

3. ROA Mailings (*administrative*) - 12.5% (5 hours/week avg.):

- *Creating opportunities for social interaction*
- *Offering timely and relevant community information*
- *Encouraging compliance with the governing documents*
- *Providing forums for owner participation and leadership*

- Work with Graphic Designer, ROA Director, Board, and ROA staff, to develop content and ensure messaging and design are on point and reflective of current community trends
- Manage production schedule
- Edit and proofread content
- Run mailing lists from Association database for the following projects (occur 1x/year unless otherwise noted):
 - annual meeting mailing
 - annual picnic postcard
 - annual budget mailing
 - annual assessment mailing
 - new owners social postcards
 - compliance / modification postcards (up to 2x/year)
 - miscellaneous mailings (i.e., neighborhood-specific letters – changes annually as need dictates)

4. Website Management (*administrative*) - 12.5% (5 hours/week avg.):

- *Offering timely and relevant community information*
- *Providing a forum for owner participation and leadership*

- Content updates (announcements; document uploads; BOD elections & budget votes)
- Process new member registration (log-in requests)
- Work with residents to troubleshoot technical difficulties
- Liaison with website management host (COMWeb)

5. Weekly Eblast (*creative/administrative*) - 10% (4 hours/week avg.):

- *Creating opportunities for social interaction*
- *Offering timely and relevant community information*
- *Encouraging compliance with the governing documents*
- *Providing forums for owner participation and leadership*

- Work with staff, community partners, and organizations to secure and develop messaging
- Proofread and edit all content (secure appropriate web links, flyers, etc.)
- Maintain distribution list
- Upload each eblast to ROA web archives

6. Community Compliance (*customer service/administrative*) - 10% (4 hours/week avg.):

- *Offering timely and relevant community information*
- *Encouraging compliance with the governing documents*
- *Active stewardship of the external environment*

- Schedule regular/routine drives within neighborhoods you are responsible for, (under direction of Community Manager), to ensure Community Standards are being adhered to
 - Send notice to owners/residents who are out of compliance
 - Educate owners as appropriate
 - Work to set up time-table for repair/maintenance

7. New Homeowner Packets (*administrative*) - 5% (2 hours/week avg.)

- *Offering timely and relevant community information*
- Keep content current and relevant
- Assemble and mail twice a month

8. Board of Directors Meetings (*administrative*) and Election Support (*administrative*) - 2.5% (4 hours/month or 1 hour/week avg.)

- *Offering timely and relevant community information*
- *Encouraging compliance with the governing documents*
- Take meeting notes during Board meetings; create draft minutes
- Inform candidates and post information for election
- Compile incoming ballots via mail, in-office drop off, and via email for annual election
- Help with annual Eagle Nest Neighborhood Committee election

Assorted Secondary Responsibilities (12.5%) (5 hours/week avg.)

- 1. Sub-Association liaison**
- 2. Event support**
- 3. Phone back-up**
- 4. Accounting back-up functions**