**ASSOCIATION COORDINATOR**

At Rhodes Enterprises, our core purpose is to enhance the lives of our customers and team through building communities. We specialize in developing master planned communities and construction of high quality, energy efficient homes across the Rio Grande Valley. In 2019, Esperanza Homes a Rhodes company ranked nationally on the Top 200 Builders List and is on an aggressive growth trajectory to make the Top 100 Builders list while serving more communities across South Texas.

Rhodes was founded in the early 1990’s as a land acquisition and holding company. In 2006, the company shifted gears and ventured into residential/commercial land development and home building with the formation of Esperanza Homes a Rhodes company. Rhodes Enterprises has grown from a small-scale land developer and home builder in a single residential neighborhood, to one of the largest developers of residential, commercial and master planned communities in the Rio Grande Valley. Over the past 13 years we have grown to serve the communities of Mission, Donna, McAllen, Edinburg and Brownsville. We are passionate about our customers, building exceptional homes, our team and the communities where we live, work and serve.

When you choose to work at Rhodes, you are part of a passionate and high performing Team! You will work alongside team members who set and reach ambitious goals every day and are excited to continue to grow and build communities.

Benefits of being a part of our Team include:

* Competitive Compensation including Bonus & Profit-Sharing Programs
* Health Care - Medical/Dental/Visio​​n/Prescription​​ Drug Coverage
* Employer Paid Health Reimbursement Account for Medically Enrolled Staff
* 401(k) with Company Matching Contributions
* Disability Programs
* Employee & Dependent Life Insurance
* Vacation & Company Holidays
* Employee Home Purchase Rebate Program
* Employee Assistance Program (EAP)

**Role Mission**: As an Association Coordinator, you will support the development of our communities through providing administrative and structural support to association managers and homeowners. You will work with the Association managers closely to work towards goals. This is our entry level position to introduce you to Homeowner Association management and specialize in Declarant controlled communities. It’s an exciting opportunity to learn the Homeowner Association industry from conception. This position reports to the Director of Association management.

**Measured Performance Goals:**

* Delinquency rate of 95%
* Resident service aging average of 14 days
* Average days to close violation of 14 days

**Accountabilities:**

* Process Resale certificates
* Process ARC applications
* Respond and update service issue requests
* Respond to homeowner calls and emails
* Answer billing questions
* Enter closings/resales and send reports
* Manage delinquencies and collection process
* Process payment plans
* Process and update violations
* Provide administrative support to manager and portfolio
* Performs other duties as assigned
* Lives the Values of the Rhodes Team
	+ - Act with Integrity, No Exceptions
		- Honor our Team
		- Never Be Satisfied – continuously looks for ways to improve every aspect of our business
		- Best in Class Customer Experience -provide a best-in-class customer experience – every time, with every customer
		- Community Leadership – we take pride in actively engaging in the communities we serve, making them better for our future
	+ Believes and is committed to our mission to enhance the lives of our customers and our team through warranty and maintenance of homes
	+ Is driven by outcomes and results, and wants to be held accountable for them
	+ Has a propensity for action, willing to make mistakes by doing in order to learn and improve quickly
	+ Thrives in an entrepreneurial, high-growth environment; is comfortable with ambiguity and change
	+ Seeks and responds well to feedback, which is shared often and freely across all levels of the organization
	+ Works through silos and forges strong cross-departmental relationships in order to achieve outcomes.

**Supervisory Responsibilities:**

None

**Qualifications, Knowledge & Skills:**

High School Graduate

Have a minimum of 1-3 years of administrative & customer service experience

Excellent communication skills and ability to ensure customer satisfaction

Basic office skills including composing and writing communication

Computer skills and ability to adapt to company systems

Possess time management skills

Must be highly organized and detail oriented

Problem solving ability

Ability to multi-task and remain focused

Ability to maintain calm in a high stress environment

Speak, write, and read English

\*Bi-lingual preferred\*

**FLSA Status:** Non-exempt

**Essential Functions:**

Successful job applicants will be able to perform these functions. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Report to Corporate Office daily and adhere to schedule

Ability to access, input, and retrieve information from a computer and/or electronic device

Ability to have face to face conversations with customers, co-workers and manager

Ability to sit or stand for long periods of time and move around work environment as needed

Ability to operate a motor vehicle

Comply with company policies and procedure