



Common Good Management Services
LOCAL COMMUNITY SERVICE REPRESENTATIVE

Purpose: To provide excellent service to boards and members of designated Resident Owned Co-op(s) contracting with Common Good Management Services.

Status: Reports to Regional Community Service Manager
Works closely with Boards of Directors of Resident Owned Co-op(s)
Exempt [*see separate document "Exempt Status..."*]

Responsibilities:

- I. Property Maintenance and Improvement
 - A. Assist Board of Directors in the development, updating or review of a Capital Improvement Plan (CIP). Make suggestions on innovative options for capital improvements.
 - B. Review Property Conditions Report (PCR) to inform the development of an overall property maintenance plan, and update annually.
 - C. Develop annual maintenance plan for preventative and ongoing maintenance, in accordance with member-approved annual budget, and with approval of Board of Directors.
 - D. Implement property maintenance plan, hire qualified vendors through a documented transparent and fair process, and provide regular updates to Board of Directors.
 - E. Review insurance needs annually and make recommendations to Board of Directors on changes in insurance policies. Arrange meetings with Board and insurance reps at least annually.
 - F. Implement agreed-upon inspection and rules enforcement program in accordance with Co-op policies.
 - G. Follow established emergency protocols and arrange for services as needed.
- II. Financial Services
 - A. Train residents in how to use payment systems and provide technical assistance as needed to residents making payments.
 - B. Follow up with residents who are late in making payments, in accordance with the Board's collection policies. Communicate with Board and Common Good Financial Services on status of collections.
 - C. Submit invoices to Financial Services department for capital and operating expenses.
 - D. Coordinate development of annual operating budgets and update multi-year capital plan with board and member input, using templates provided by Financial Services.
- III. Co-op Membership and Governance
 - A. Applicant screening: Coordinate the preparation and distribution of applicant packets, receive completed applications and materials, secure credit and criminal background reports, determine eligibility in accordance with board policies and Fair Housing requirements and recommend approvals and denials based on those policies, requirements and applicable laws and regulations.

- B. In consultation with Board of Directors and in accordance with Co-op policy, develop protocols for handling of complaints, regular inspections for rules violations, notices and fines for violations. Report to the Board on violations. Provide community rules enforcement, including notification and administration of violations, as agreed upon by the Board and supported by Common Good Management Services. Refer violations of laws to local law enforcement entities.
 - C. Attend regularly scheduled meetings of the Board of Directors, in person or virtually.
- IV. Non-routine Services, to be performed only with prior authorization of the Board of Directors, for agreed-upon compensation:
- A. Participate in collections, or other legal matters not relating to evictions of tenants of the Co-op, and actions not resulting from acts of manager, its employees or representatives and/or contracts negotiated by manager on behalf of the Co-op.
 - B. Negotiate and handle claims arising under contractual agreements not initiated nor participated in by Common Good Management Services.
 - C. Administer Insurance claims for property damage and personal injury claims under the Co-op's insurance coverage.
- V. Other Responsibilities
- A. Attend meetings with Regional Community Service Manager and with other Local Community Service Representatives, as requested.
 - B. Participate in Common Good training programs and/or other opportunities for professional development
 - C. Perform other tasks assigned by Regional Community Service Manager.

Professional Job Requirements

- Strong commitment to customer/community service
- Experience in providing service to customers and/or community in paid or volunteer capacity
- Strong commitment to equity and inclusion of diverse populations
- Flexible schedule
- Well-organized, can manage own time effectively without supervision
- Ability to handle multiple demands
- Verbal communications skills: good listener, clear instructions
- Ability to travel between communities
- Familiarity with basic computer functions including email, videoconferencing, spreadsheets, word processing, [others?]
- Willingness and ability to learn and grow to meet the changing requirements of the job

Desired Qualifications

- Conflict de-escalation and resolution skills
- Ability to read and understand financial statements



Physical Job Requirements

To successfully perform the essential functions of the job, with or without reasonable accommodation:

- Ability to talk and hear to communicate with Co-op residents, service providers, Board of Directors, members of the public, Common Good Management Services personnel.
- Vision ability—close, distance, peripheral vision and depth perception
- Mobility around Co-op property and within individual units, in order to perform inspections
- Ability to travel to, from and between Co-op properties
- Ability to use computer keyboard, monitor, mouse, telephone and other office equipment continuously

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