



Tahoe Donner Association Job Description

Job Title: Community Relations Inspector
Job Code: 150
Department: Architectural Standards
Reports To: Architectural Standards Office Manager
Class Code: 9066
FLSA Status: Non-exempt
Salary Level: Hourly 19
Pay Range: \$21.55 - \$29.07 per hour
File Name: Compliance Relations Inspector.doc
Prepared Date: 3/15/07, 4/13/09, 4/9/11, 10/27/15, 6/15/19, 8/25/20, 9/21/20

SUMMARY

The Community Relations Inspector responds to complaints and documents C&R and rule violations and performs necessary inspections within the Tahoe Donner development to ensure compliance with Association C&Rs, Covenant Rules and the Architectural Standards Rules, Procedures and Restrictions for Land Use. In addition, the Community Relations Inspector prepares documentation such as reports, photographs and correspondence and attends Covenants Committee meetings and Architectural Standards Committee (ASC) meetings as necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

Provide excellent customer service including conflict resolution to customers, members, employees and business partners.

Maintain a current and working knowledge of Tahoe Donner Association policies, procedures including Covenants Rules and Architectural Standards, Rules, Procedures and Restrictions for Land Use.

Maintain a current and working knowledge of construction materials and basic industry standards.

Maintain accurate records of inspections performed including discussions with individuals, noncompliance with C & R's and Association Rules and Regulations. Prepare correspondence and notices according to office procedures including additional documentation as required.

Prepare reports for the Covenants Committee and the ASC and written and telephone correspondence to members notifying them of non-compliance with rules. Respond to member inquiries regarding alleged violations.

Attend sufficiency review meetings with Covenants Committee members. Issue Notice of hearings conduct further investigation or dismiss the complaint due to compliance or lack of jurisdictions as directed at sufficiency review.

Safely operate vehicles to inspect properties within the Association in all weather conditions.

Safely traverse undeveloped/developed property with variable terrain to conduct field inspections within the Association.

Inspect properties, homes and construction sites within Tahoe Donner Association with appropriate permits and enforces rules set forth by the Association, the Covenants Committee and the Architectural Standards Committee, if applicable. Conduct re-inspections as required.

Frequently meets with homeowners and contractors regarding compliance issues.

Prepare agendas, take and publish minutes for Covenants Committee meetings.

Coordinate and interface regularly with Town of Truckee Code Enforcement Officer.

Operate various office equipment such as a telephone, personal computer, copier, etc. Utilize various computer software packages including LAMA, GoldMine, word processing, and spreadsheets, as required.

Maintain all files, tickler systems and records required by Architectural Standards Office (ASO) procedures. Coordinate the cross referencing of records and files in accordance with the Association's record management plan.

Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Some college or technical school; or one to two years related experience and/or training inspecting properties, general construction knowledge including limited ability to read building plans and a working knowledge of Microsoft Word, Excel and Office computer programs; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Requires possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to read architectural plans, write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions and complaints from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as proportions, percentages, and area. Ability to apply concepts of basic algebra and geometry.

