

## **COMMUNITY ACCOUNT MANAGER RESPONSIBILITIES**

1. Provide reports to the Board as needed and during Board meetings to include ongoing projects, major events and escalated problems or complaints.
2. Follow up on complaints or maintenance issues received from members.
3. Provide 24 hours assistance to the Board for emergencies. Emergency is defined as conditions, which may involve manifest danger to life or property, threaten the safety of members or residents, or may threaten the suspension of any necessary services to the Association.
4. Facilitate communication between members and the Board.
5. Work to ensure compliance alongside the Board with Florida Statute requirements.