



Community Manager (Admin)

Position Outline



The Lifestyle Story...



2003

James Kelly, Dael Perlov
and Bruce Carter developed
a business plan

2004

Development of our first
community at Brookfield –
Opened in June 2005

2007

Listed on the Australian
Stock Exchange

2012

Major capital
raising of \$36m

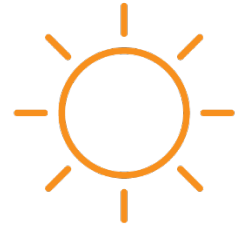
Since beginning Lifestyle Communities in 2003, our mission has always been to enable working, semi-retired and retired people over 50 to enjoy affordable luxury living in a secure community setting, while having the freedom to enjoy new possibilities with greater peace of mind.

Our first community was at Brookfield in Melton and over the years we have kept improving on what we do based on the feedback from our customers and homeowners. We have grown the business on two key adages;

“You never get a second chance at a first impression” and we ensure that whether it is the look of our communities or the service we deliver, our customers always get a fantastic first impression.

“A customer may forget what you told them, but they will never forget how you made them feel”. We want to make every customer touch point an amazing experience, one that they will remember and recall with friends and family also to ensure that their experience living in a Lifestyle community is an extremely positive one.

These two adages have been the key enabler of our growth and success over the years and as we develop and grow, these will become even more important over time.



Our Purpose

We're champions for facilitating a bigger, more enhanced life for our homeowners. A cohort of like-minded retired, semi-retired and working downsizers who belong to a generation that's seen more change than any before; and possibly any to come.

We build communities because our homeowners have worked hard for what they have and they deserve beautifully-designed and low maintenance homes in concert with best-in-class amenities. We create communities because our homeowners haven't given up on returning to a time when they built strong communities around their own homes. We nurture the homeowners within our communities because they seek a space that's truly their own, that strikes the perfect balance between connection and privacy; independence and activity.

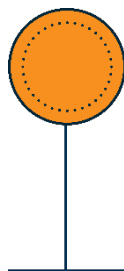
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But, most of all, we champion bigger, more enhanced lives for our homeowners because we know that reducing their property footprint takes a giant leap of faith. This is why we believe it's a privilege to walk alongside them as they elevate the next phase of their lives.

Like us, we believe they're just getting started.
After all, they're the generation of change. And they're not done yet.



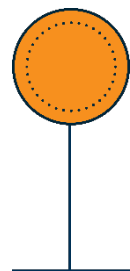
2014
1,000th homeowner
moved in



2016
2,000th homeowner
moved in &
10th Community
Clubhouse opened



2018
Acquired 17th
Community Site &
3,000th homeowner
moved in



2020
Land purchased for
our 20th Community
3650 homeowners
900 pets
What a start to the
new decade!

Role Summary

The role as our Community Manager (Admin) is an integral part of the overall feel within the Community.

You are our first point of call at the Welcome desk, and your friendly manner and genuine empathy towards our homeowners is crucial, as it impacts our homeowners and future homeowners.

There are a number of administrative tasks which require your attention to detail and time frames are sometimes of essence. However, your daily interactions with our homeowners to make them feel welcome is a major priority.

Your genuine desire to deal with people and high level of empathy will be a major influence on your success.

Strong internal and external relationships with other business support units and external service providers will further enhance the lived experience for our homeowners by influencing and achieving the desired outcome.

You will proactively identify opportunities to drive and strengthen the Community spirit by a number of community engagement opportunities. This could be functions, seminars, interest groups and School Holiday programs.



Who Am I?

I am a **passionate** person that really enjoys working in a highly engaged and supportive environment to deliver **amazing** service to our team and customers. I have an absolute **passion** about customer service and believe that delivering amazing customer service should be in every business' ethos.

I have **high empathy** and can put myself in the shoes of team members and our homeowners to understand their needs and how to provide an experience that exceeds their expectations.

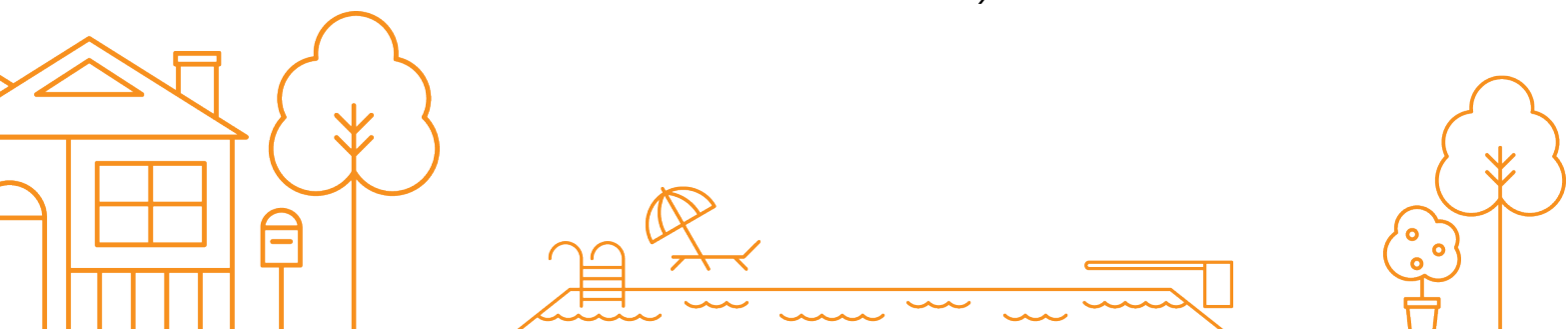
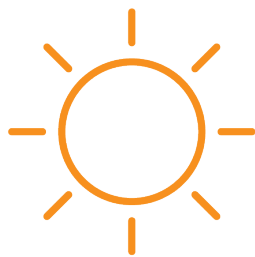
I have **high EQ**, I am warm, friendly and my working style is one of **collaboration** and **consultation**. I see this role as both **challenging** and **rewarding**.



I am well organised with a '**can do**' attitude to bring relevant matters to the attention of the Area Manager. I have **experience** in administration roles and have a **keen interest** in the Lifestyle Communities model.

I continually seek to improve the overall experience for our team members and homeowners. I am excited to **think outside of the box** and constructively challenge the business to be exceptional in all that we do.

I treat everyone with **respect** and show humility in all interactions. I believe that Lifestyle Communities makes a real difference to our customers lives and I work to ensure that I can also make a difference to what we do and the service and product we deliver.

I am **trustworthy, honest, thoughtful, compassionate, kind** and **value relationships**.
I work for Lifestyle Communities!





Our customer
is our **only truth**

Do it from
the heart

**Own it,
sort it**

Play as
a team

Deliver.
Delight.
Everyday

Be constantly
curious

Our Values

Our values that we live by at Lifestyle Communities and that drive all our interactions with our customer.

We know that by living these values we can deliver excellent customer service to all stakeholders and believe that these values differentiate us from other operators in this sector.

POSITION TITLE	Community Manager (Admin)
REPORTS TO	Area Manager
DIRECT REPORTS	<ul style="list-style-type: none">Community Administrator, if applicable
LOCATION	Applicable Lifestyle Community
EMPLOYMENT TYPE	Full Time
TEAM	Operations
KEY RELATIONSHIPS	
INTERNAL	<ul style="list-style-type: none">Community Manager (Facilities)Area ManagerHead of OperationsSales TeamDevelopment and Delivery TeamWellness TeamMarketing TeamFinance Team
EXTERNAL	<ul style="list-style-type: none">HomeownersProspective HomeownersService Providers & Contractors
COMPETENCIES	<ul style="list-style-type: none">Knowledge of Microsoft Office Suite (Word, Excel and Outlook)RMS & CRM database Desirable however not essential as training will be provided.First Aid Certificate, highly desirable.Valid driver license required

Community Manager (Admin)

1. Homeowner Satisfaction

Key Tasks / Deliverables and / or Personal Characteristics

- ✓ Continuously work to empower our homeowners by facilitating them to make active decisions about their own lives. In this process you should foster power in the homeowner, for use in their own lives, their community and interpersonal relationships
- ✓ Communicate with homeowners in a caring and professional manner, to inform them on community and Management issues, and activities and services available in the wider community.
- ✓ Deliver a high level of customer service to our homeowners and that any requirement or questions are dealt with in a timely manner
- ✓ Maintain an awareness of the general wellbeing of individual homeowners and be available to offer general advice and assistance if appropriate
- ✓ Orientate future and new homeowners in the community with respect to the culture, lifestyle, committees and policies. Ensure homeowners are introduced to the rest of the community
- ✓ Create and maintain a community newsletter at least monthly and calendar of events updated every week and displayed prominently for homeowners;
- ✓ Prepare and maintain a social activity calendar for homeowners, and collaborate with the Social Committee and Homeowner Committee to ensure a spread of active and passive activities;
- ✓ Attend Homeowner Committee and Social Committee meetings (as requested) and represent the company as required
- ✓ Positively manage all homeowner queries/requests relating to house maintenance before and after the 3-month maintenance period.
- ✓ Respond in a timely and positive manner to all homeowner queries/requests relating to home additions and alterations

What will success look like?

- ✓ Homeowner feedback on how they perceive we support those autonomy and self-direction within the community
- ✓ Homeowner feedback on communications. Area Manager to interview homeowners if needed.
- ✓ An expectation of responding to a homeowner's request within 24 hours
- ✓ Evidence of monitoring homeowners with observable well-being issues
- ✓ New homeowners are formally inducted in the community, facilities and their home.
- ✓ Newsletter issued at least monthly in a quality format & including community events
- ✓ Activities calendar is relevant, current & prominently displayed
- ✓ Committee minutes, feedback from committee members
- ✓ Homeowner and Project Manager feedback to situation management.
- ✓ Homeowner satisfaction to response and compliance with applicable regulations

Community Manager (Admin)

2. Sales and Service

- ✓ Provide a high standard of customer service at all times;
- ✓ Treat all enquiries; in person, over the phone or via electronic communication, as a sales opportunity;
- ✓ Work collaboratively with the Sales and Sales Support team;
- ✓ Assist Sales team by acting in the capacity of a host in showing prospective homeowners homes and the community,
- ✓ Actively support the referral action plan in consultation with the Sales and Marketing teams and undertake the agreed activities on time.
- ✓ Maintain up to date knowledge of development (if applicable), price and options of homes within the community;

- ✓ Feedback from prospective customers
- ✓ The telephone is answered promptly & courteously in business hours. Reception is manned during agreed hours. Homeowners & prospects are handled courteously
- ✓ Evidence that Community Managers are responding promptly & positively in working with Sales team.
- ✓ Evidence of showing homes and community to prospects
- ✓ Demonstrated leadership in promoting referral sales amongst team & homeowners
- ✓ Community Manager has up to date price and product info on hand.

3. Administration and Compliance

- ✓ Compliance with the Policy and Procedures and related community work practices;
- ✓ Maintain accurate and up to date community records to a professional standard and in the prescribed format.
- ✓ Log all homeowner communication in CRM, RMS and/or permanent file. Create file notes for all conversations of significance.
- ✓ Communicate regularly with the Area Manager to inform them on community management issues, and complete required reports to a professional standard and in a timely manner.
- ✓ Submit a Community Status Report monthly on time, as required.
- ✓ Complete monthly community audits as per the set timetable.
- ✓ Implement improvement plans developed in consultation with the Area Manager.
- ✓ Ensure that the community meets the requirement of the Residential Tenancies Act and that all dealing with homeowners is in accordance with this act as well as the community agreements.
- ✓ Ensure all community activities comply with relevant legislation such as the; Privacy Act, OHS&W Act, local government acts and any other relevant Acts or regulations
- ✓ Maintain all emergency, fire and safety procedures
- ✓ Carefully and thoroughly investigate, document and file all injuries reported by; homeowners, visitors, contractors and employees. The guiding principle is that you can never document too much information in the case of an incident or injury.

- ✓ Inspection of implementation by Area Managers bi-annual audit.
- ✓ Inspection of Community records as requested.
- ✓ Inspection of homeowner files and review of CRM/RMS notes
- ✓ Area Manager to be informed of issues as they occur. Reports to be complete & provided on time when requested.
- ✓ Community Status Reports are completed correctly & received on time.
- ✓ Community audits completed correctly & on time.
- ✓ Plans are completed as agreed & on time.
- ✓ Have a broad understanding of the RTA and be able to respond to homeowners in context.
- ✓ All activities comply with applicable legislation.
- ✓ Compliance with Operational Guidelines
- ✓ Incidents and injuries are reported, and necessary emergency actions taken immediately they occur. They are then documented, managed and reported.

Community Manager (Admin)

<h2>4. Asset Management</h2>	<ul style="list-style-type: none"> ✓ Support the Facilities Manager to oversee the day-to-day maintenance and preventative maintenance of the community, including the common areas, facilities, gardens, parking areas, roadway, etc ✓ Assist with the development and implementation of the asset management program. ✓ Ensure compliance with all legislative and essential services regulations. ✓ When Facilities Manager is unable to, support with arranging servicing and / or repairs of all community plant and equipment with preferred contractors. ✓ Ensure the maintenance requests of homeowners are attended to promptly and records of work undertaken are kept in the home files or on CRM, RMS and/or permanent file. 	<ul style="list-style-type: none"> ✓ Community assets are maintained appropriately and to Residents' satisfaction. ✓ Work is completed safely. ✓ Essential services registers are current as monitored ✓ Contractors are engaged according to operational guidelines. ✓ Daily maintenance records show requests are attended to within 48 hours. ✓ All work compliant with legislated building standards.
<h2>5. Gardens and Grounds Maintenance</h2>	<ul style="list-style-type: none"> ✓ Support the Facilities Manager to oversee the maintenance program for the gardens and grounds including the front gardens of homes and all communal areas to agreed standards. ✓ Support the Facilities Manager to ensure that homeowners maintain their own side and rear gardens and comply with approved standards including the use of water-wise and appropriate plantings. ✓ Assist the Facilities Manager to document work undertaken and relevant issues where necessary. ✓ Give attention to the safety of the homeowners, staff and visitors at all times. 	<ul style="list-style-type: none"> ✓ Homeowner satisfaction. ✓ Responsible resource management. ✓ Documentation attended as required. ✓ Only preferred contractors used on works in the community. ✓ Demonstrated safety plans & evidence of implementation.
<h2>6. Financial Performance</h2>	<ul style="list-style-type: none"> ✓ To ensure that the community meets the agreed budgets; ✓ To assist in the Area Manager in the preparation and coordination of accurate budgets for the community; ✓ Receipt and banking all monies received and manage petty cash, receipt and code all community invoices and forward to Accounts department. ✓ Prepare the fortnightly RMS file for processing, and follow-up unpaid site rental charges promptly; ✓ Supply Purchase Order numbers for our suppliers to ensure prompt payment ✓ Submit invoices and credit card statement reconciliation via Purchase Order system. ✓ Work with NES and Accounts department in processing monthly utilities invoices and follow-up unpaid charges promptly; ✓ Distribute and explain financial statements to homeowners as required for site rental charges; 	<ul style="list-style-type: none"> ✓ Review monthly budget parameters ✓ Budgets are completed & approved within set timeframes. ✓ Petty cash management, banking of monies receipted, forwarding coded invoices to Accounts department. ✓ Files are accurate and provided in a timely manner to Accounts ✓ Outstanding charges monitored and followed up. ✓ Financial statements sent to Residents in a timely manner.

Community Manager (Admin)

7. Behaviour Competencies

- ✓ Communicates effectively with homeowners, prospects, visitors and internal team members
- ✓ Is methodical and systematic with an eye for detail
- ✓ Always considers the ethical results of actions
- ✓ Motivates people & teams to perform to optimum levels
- ✓ Identifies practical solutions to problems
- ✓ Always looks for opportunities to make a difference to the community
- ✓ Handles sensitive situations with diplomacy, patience and listening skills
- ✓ Delivers outstanding customer service
- ✓ Takes ownership of and responsibility for all aspects of the role
- ✓ Takes direction and guidance when required
- ✓ Promotes the company positively both internally and externally

- ✓ Your behaviour and communication always positively represent the Lifestyle Communities brand.
- ✓ You seek to find solutions and offer the highest level of customer service.



What will *success* feel like for you?

In addition to fulfilling the requirements listed in this position outline you will be **inspired** and **challenged**, your learning curve will be steep, and you will genuinely believe in the purpose of the business and you will wake up eager to start the working day where your contributions are valued and rewarded.

THE KEY CHALLENGES OF THIS ROLE:

- ✓ To create a community environment that promotes the resort theme through delivery outstanding customer service to all current, future and prospective homeowners.
- ✓ To resolve homeowners and community issues in a timely and satisfactory manner
- ✓ Enhanced our image as the leader and premier destination for independent, active retirees
- ✓ To be capable of working independently whilst also being part of a broader team and demonstrating a flexible, adaptable attitude in all situations.
- ✓ To communicate effectively with homeowners and work through challenges they present in a friendly, cooperative and understanding manner.
- ✓ To communicate effectively with the management team, colleagues, staff and sales personnel.
- ✓ Be financially responsible for the performance of the community.

OUR ASK OF



YOU

?

We have a strong history up to today and we need passionate, motivated and entrepreneurial team members to challenge the status quo.

By joining the Lifestyle Communities team you are committing to give it your all, live the values, take some risk and make a difference.
That is all we ask.

I understand the key deliverables and values of Lifestyle Communities and will execute my role as **Community Manager (Admin)** to reflect this position outline.

Signature



Community Manager (Facilities)

Position Outline



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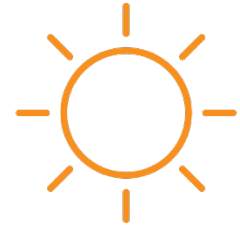
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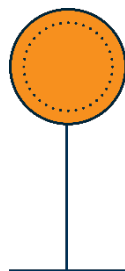
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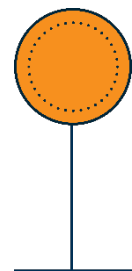
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Role Summary

This role is a pivotal position to ensure that our homeowners can enjoy the amazing infrastructure within the community, but also support and guide our homeowners around their own maintenance needs.

Although we encourage our homeowners to enjoy their independent living within our beautiful communities, there will be times whereby you are required to draw on your experience to provide practical solutions.

Strong internal and external relationships will have a direct positive influence on your homeowners lived experience by ensuring that the Community is presented in the best possible light aligned with our high standards.

This is a challenging but also very diverse role, and your experience in managing budgets, establishing and building relationships with suppliers and service providers is equally important.

You will “own” the Community and strive to improve and enhance the Lived experience of our homeowners. You will nurture all relationships to gain the maximum benefit on behalf of the community with includes internal and external customers.

You will passionately and proudly display the Community by ensuring that our gold standards are adhered too, and that new homeowners feel equally welcomed as the existing homeowners.

Great pride of the gardens, Clubhouse and other facilities will be a direct reflection of yourself, by owning and sorting all meters of the Facility management.



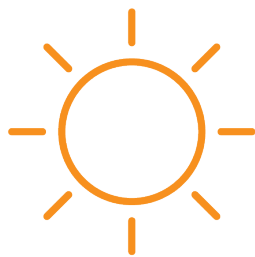
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I have **high empathy** and can put myself in the shoes of team members and our homeowners to understand their needs and how to provide an experience that exceeds their expectations.

I have **high EQ**, I am warm, friendly and my working style is one of **collaboration** and **consultation**. I see this role as both **challenging** and **rewarding**.

I am well organised with a '**can do**' attitude to bring relevant matters to the attention of the Area Manager. I am physically capable of performing the facilities tasks in the community. I bring along a high level of practical **problem-solving** skills and experience which can be utilised to deliver solutions and guidance to a host of different needs from our homeowners.





I continually seek to improve the overall experience for our team members and homeowners. I am excited to **think outside of the box** and constructively challenge the business to be exceptional in all that we do.

I treat everyone with **respect** and show humility in all interactions. I believe that Lifestyle Communities makes a real difference to our customers lives and I work to ensure that I can also make a difference to what we do and the service and product we deliver.

I am **trustworthy, honest, thoughtful, compassionate, kind** and **value relationships**.
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Our Values

Our values that we live by at Lifestyle Communities and that drive all our interactions with our customer.

We know that by living these values we can deliver excellent customer service to all stakeholders and believe that these values differentiate us from other operators in this sector.

POSITION TITLE	Community Manager (Facilities)
REPORTS TO	Area Manager
DIRECT REPORTS	<div><div></div>Community Administrator, if applicable</div>
LOCATION	Applicable Lifestyle Community
EMPLOYMENT TYPE	Full Time
TEAM	Operations
KEY RELATIONSHIPS	
INTERNAL	<div><div></div>Community Manager (Office)</div> <div><div></div>Area Manager</div> <div><div></div>Head of Operations</div> <div><div></div>Sales Team</div> <div><div></div>Development and Delivery Team</div> <div><div></div>Wellness Team</div> <div><div></div>Marketing Team</div> <div><div></div>Finance Team</div>
EXTERNAL	<div><div></div>Homeowners</div> <div><div></div>Prospective Homeowners</div> <div><div></div>Service Providers & Contractors</div>
COMPETENCIES	<div><div></div>Knowledge of Microsoft Office Suite (Word, Excel and Outlook)</div> <div><div></div>Handyman/trade experience Desirable however not essential.</div> <div><div></div>First Aid Certificate, highly desirable.</div> <div><div></div>Valid driver license required</div>

Community Manager (Facilities)

	Key Tasks / Deliverables and / or Personal Characteristics	What will success look like?
1. Homeowner Satisfaction	<ul style="list-style-type: none"> ✓ Continuously work to empower our homeowners by facilitating them to make active decisions about their own lives. In this process you should foster power in the homeowner, for use in their own lives, their community and interpersonal relationships ✓ Communicate with homeowners in a caring and professional manner, to inform them on community and Management issues, and activities and services available in the wider community. ✓ Deliver a high level of customer service to our homeowners and that any requirement or questions are dealt with in a timely manner ✓ Maintain an awareness of the general wellbeing of individual homeowners and be available to offer general advice and assistance if appropriate ✓ Orientate future and new homeowners in the community with respect to the culture, lifestyle, committees and policies. Ensure homeowners are introduced to the rest of the community ✓ Attend Homeowner Committee and Social Committee meetings (as requested) and represent the company as required ✓ Positively manage all homeowner queries/requests relating house maintenance before and after the 3-month maintenance period. ✓ Respond in a timely and positive manner to all homeowner queries/requests relating to home additions and alterations 	<ul style="list-style-type: none"> ✓ Homeowner feedback on how they perceive we support those autonomy and self direction within the community ✓ Homeowner feedback on communications. Area Manager to interview homeowners if needed. ✓ Positive feedback from homeowners on service delivery ✓ Evidence of monitoring homeowners with observable well-being issues ✓ New homeowners are fully orientated- OM to inspect as they occur. ✓ Feedback from committee members ✓ Homeowner and Project Manager feedback to situation management. ✓ Homeowner satisfaction to response and compliance with applicable regulations
2. Sales and Service	<ul style="list-style-type: none"> ✓ Provide a high standard of customer service at all times; ✓ Treat all enquiries; in person, over the phone or via electronic communication, as a sales opportunity; ✓ Work collaboratively with the Sales and Sales Administration staff; ✓ Assist Sales team by acting in the capacity of a host in showing prospective homeowners homes and the community, ✓ Actively support the referral action plan in consultation with the Sales and Marketing team and undertake the agreed activities on time. ✓ Maintain up to date knowledge of development (if applicable), price and options of accommodation within the community; 	<ul style="list-style-type: none"> ✓ Feedback from prospective customers ✓ The telephone is answered promptly & courteously in business hours. Reception is manned during agreed hours. Residents & prospects are handled courteously ✓ Evidence that Community Managers are responding promptly & positively in working with Sales team. ✓ Evidence of showing homes and community to prospects ✓ Demonstrated leadership in promoting referral sales amongst staff & homeowners ✓ Community Manager has up to date price and product info on hand.

Community Manager (Facilities)

3. Administration and Compliance

- ✓ Compliance with the Policy and Procedures and related community work practices;
- ✓ Maintain accurate and up to date community records to a professional standard and in the prescribed format.
- ✓ Communicate regularly with the Area Manager to inform them on community management issues, and complete required reports to a professional standard and in a timely manner.
- ✓ Submit a Community Status Report monthly on time, as required.
- ✓ Complete monthly community audits as per the set timetable.
- ✓ Implement improvement plans developed in consultation with the Area Manager.
- ✓ Ensure that the community meets the requirement of the Residential Tenancies Act and that all dealing with homeowners is in accordance with this act as well as the community agreements.
- ✓ Ensure all community activities comply with relevant legislation such as the; Privacy Act, OHS&W Act, local government acts and any other relevant Acts or regulations
- ✓ Maintain all emergency, fire and safety procedures
- ✓ Carefully and thoroughly investigate, document and file all injuries reported by; homeowners, visitors, contractors and employees. The guiding principle is that you can never document too much information in the case of an incident or injury.

- ✓ Inspection of implementation by CMs bi-annual audit.
- ✓ Inspection of Community records as requested.
- ✓ Area Manager to be informed of issues as they occur. Reports to be complete & provided on time when requested.
- ✓ Community Status Reports are completed correctly & received on time.
- ✓ Community audits completed correctly & on time.
- ✓ Plans are completed as agreed & on time.
- ✓ Have a broad understanding of the RTA and be able to respond to homeowners in context.
- ✓ All activities comply with applicable legislation.
- ✓ Compliance with Operational Guide lines
- ✓ Incidents and injuries are reported, and necessary emergency actions taken immediately they occur. They are then documented, managed and reported.

4. Asset Management

- ✓ Oversee the day-to-day maintenance and preventative maintenance of the community, including the common areas, facilities, gardens, parking areas, roadway, etc.
- ✓ Ensure that maintenance personnel work safely and are provided with necessary training and equipment.
- ✓ Ensure a preventative maintenance schedule and program is in place and operating effectively.
- ✓ Ensure compliance with all legislative and essential services regulations.
- ✓ Arrange servicing and / or repairs of all community plant and equipment with preferred contractors.
- ✓ Ensure the maintenance requests of homeowners are attended to promptly and records of work undertaken are kept in the home files or on CRM.
- ✓ Oversee maintenance contracts and review on an annual basis.
- ✓ Work with the Management team on structural and major works in the community.

- ✓ Community assets are maintained appropriately and to Residents' satisfaction.
- ✓ Work is completed safely.
- ✓ Preventative maintenance schedules are up to date.
- ✓ Essential services registers are current as monitored
- ✓ Contractors are engaged according to operational guidelines.
- ✓ Daily maintenance records show requests are attended to within 48 hours.
- ✓ All work compliant with legislated building standards.
- ✓ Homes reinstated and refurbished in a timely manner.

Community Manager (Facilities)

	<ul style="list-style-type: none"> ✓ Work with the Sales team in arranging quotes and organising works for refurbishment of homes available for resales as per work authorised by the Vendor. Ensure these works are charged back to the Vendor as applicable. 	
5. Gardens and Grounds Maintenance	<ul style="list-style-type: none"> ✓ Oversee the maintenance program for the gardens and grounds including the front gardens of homes and all communal areas to agreed standards. ✓ Ensure that homeowners maintain their own side and rear gardens and comply with approved standards including the use of water-wise and appropriate plantings. ✓ In consultation with the Area Manager, negotiate services and goods at the best possible price from outside providers ✓ Assess all garden areas to determine improvement requirements. ✓ Document work undertaken and relevant issues. ✓ Give attention to the safety of the Residents, staff and visitors at all times. 	<ul style="list-style-type: none"> ✓ Gardens and grounds responsibly managed and maintained. ✓ Homeowner satisfaction. ✓ Responsible resource management. ✓ Documentation attended as required. ✓ Only preferred contractors used on works in the community. ✓ Demonstrated safety plans & evidence of implementation.
6. Financial Performance	<ul style="list-style-type: none"> ✓ To ensure that the community meets the agreed budgets; ✓ To assist in the Area Manager in the preparation and coordination of accurate budgets for the community; ✓ Receipt and banking all monies received and manage petty cash, receipt and code all community invoices and forward to Accounts department ✓ Work with NES and Accounts department in processing monthly utilities invoices and follow-up unpaid charges promptly; 	<ul style="list-style-type: none"> ✓ Review monthly budget parameters ✓ Budgets are completed & approved within set timeframes. ✓ Petty cash management, banking of monies receipted, forwarding coded invoices to Accounts department. ✓ Files are accurate and provided in a timely manner to Accounts
7. Behaviour Competencies	<ul style="list-style-type: none"> ✓ Communicates effectively with homeowners, prospects, visitors and internal team members. ✓ Is methodical and systematic with an eye for detail ✓ Always considers the ethical results of actions ✓ Motivates people & teams to perform to optimum levels ✓ Identifies practical solutions to problems ✓ Always looks for opportunities to make a difference to the community ✓ Handles sensitive situations with diplomacy, patience and listening skills ✓ Delivers outstanding customer service ✓ Takes ownership of and responsibility for all aspects of the role ✓ Takes direction and guidance when required ✓ Promotes the company positively both internally and externally 	<ul style="list-style-type: none"> ✓ Your behaviour and communication always positively represent the Lifestyle Communities brand. ✓ You seek to find solutions and offer the highest level of customer service.



What will *success* feel like for you?

In addition to fulfilling the requirements listed in this position outline you will be **inspired** and **challenged**, your learning curve will be steep, and you will genuinely believe in the purpose of the business and you will wake up eager to start the working day where your contributions are valued and rewarded.

THE KEY CHALLENGES OF THIS ROLE:

- ✓ To create a community environment that promotes the resort theme through delivery outstanding customer service to all current, future and prospective homeowners.
- ✓ To resolve homeowners and community issues in a timely and satisfactory manner
- ✓ Enhanced our image as the leader and premier destination for independent, active retirees
- ✓ To be capable of working independently whilst also being part of a broader team and demonstrating a flexible, adaptable attitude in all situations.
- ✓ To communicate effectively with homeowners and work through challenges they present in a friendly, cooperative and understanding manner.
- ✓ To communicate effectively with the management team, colleagues, staff and sales personnel.
- ✓ Be financially responsible for the performance of the community.

OUR ASK OF



YOU

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We have a strong history up to today and we need passionate, motivated and entrepreneurial team members to challenge the status quo.

By joining the Lifestyle Communities team you are committing to give it your all, live the values, take some risk and make a difference.
That is all we ask.

I understand the key deliverables and values of Lifestyle Communities and will execute my role as **Community Manager (Facilities)** to reflect this position outline.

Signature