Sea Pines
COMMUNITY SERVICES ASSOCIATES

Community Connections Coordinator

Job description

Role and Responsibilities

- The Community Connections Coordinator serves as a primary point of contact for property owners, residents, guests, vendors, and rental agencies seeking access credentials and community information within Sea Pines. The position requires frequent interaction with individuals from diverse backgrounds and circumstances and plays an important role in maintaining positive community relations.
- This role requires effective communication and customer service skills, sound judgment, and the ability to resolve concerns or confrontations in a professional and courteous manner. The position is also responsible for the accurate handling and documentation of decal and access pass revenue, as well as maintaining related records and account information.

Description of Duties

Primary

- Maintain current knowledge of the Sea Pines Decal and Gate Entry Policies and related procedures.
- Assist property owners with vehicle decals, identification cards, and access credentials.
- Process payments, verify account activity, and prepare and record daily deposits, including revenue from rental passes and decals, ensuring accuracy and proper documentation.
- Issue and manage all additional decal types (approximately 11 categories), including fishing passes for Resort guests.
- Respond to and manage incoming phone calls, providing accurate information and assistance to property owners, residents, guests, and vendors.
- Assist with filing and organization of daily administrative documentation.
- Maintain and update Long-Term Rental (LTR) records, including issuance and management of LTR access codes.
- Update property owner accounts in the system when properties within Sea Pines are sold or purchased.
- Issue Guest Pass Codes to property owners in accordance with established policies and procedures.
- Distribute Heritage Tournament hangtags to property owners, rental companies, and approved vendors.
- Assist with planning and operational support for the annual Heritage PGA Golf Tournament, including pre-event preparation and event-period coordination.

Additional

Additional duties may be assigned by the Community Connections Supervisor, Vice President/COO or the President as the seasonal nature of operations, mandatory overtime may be required, particularly during the annual decal renewal period and the Heritage PGA Golf Tournament.

Qualifications and Education Requirements

- Must have a valid drivers' license.
- Must have a high school diploma
- Both written and verbal skills are equally important

Preferred Skills

- To be knowledgeable of Microsoft Office applications.
- Professional and friendly etiquette when communicating with others via phone, email and face to face interactions.
- The ability to multi-task and maintain a well-organized working environment.
- Previous administrative experience.