Sea Pines
COMMUNITY SERVICES ASSOCIATES

Community Standards Officer

Department: Community Standards
Reports To: Community Standards and Maintenance Manager
FLSA Status: Exempt

POSITION SUMMARY

The Community Standards Officer inspects residential properties within Sea Pines to promote compliance with applicable covenants, restrictions, architectural review guidelines, policies, ordinances, municipal codes, and CSA Board rules and regulations. The position investigates concerns, documents potential violations, communicates with property owners and other stakeholders, and coordinates corrective actions in accordance with applicable requirements and CSA procedures to preserve the quality, appearance, and standards of the Sea Pines community.

REPORTING RELATIONSHIP

This position reports to the Community Standards and Maintenance Manager and keeps the Manager informed of inspections, complaints, enforcement activity, and case status.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are representative of the work performed in this classification and are not intended to be all-inclusive.

Community Inspections and Compliance

- Conduct proactive community inspections in accordance with applicable covenants, quality-of-life concerns, rules, policies, and regulations.
- Monitor exterior residential additions and alterations for compliance with applicable requirements.
- Inspect roadways, lagoons, beach boardwalks, open space, pathways, and leisure trails as needed to assess safety, cleanliness, appearance, and other community-standard concerns.
- Document potential violations, collect information regarding deficient properties, and coordinate appropriate corrective actions in accordance with CSA procedures.

Investigations and Case Management

- Receive and respond to complaints and concerns in a timely and professional manner; conduct field investigations and document findings, communications, and follow-up actions.
- Maintain inspection records and case files, prepare reports, monitor cases, and follow up on outstanding matters with property owners, staff, or other parties as appropriate.
- Keep the Manager informed regarding inspections, complaints, and case status.

Community Knowledge and Regulatory Compliance

- Apply knowledge of the Sea Pines Land Use Covenants and Restrictions, Architectural Review Board (ARB) Guidelines, Beach Trust Land Restrictions, CSA Encroachment Policy, and CSA Board rules and regulations.
- Maintain working knowledge of the Town of Hilton Head Island Land Management Ordinance (LMO), applicable municipal codes and code-enforcement practices, and applicable South Carolina stormwater program requirements.
- Maintain familiarity with Sea Pines' development history, property development, CSA-owned lands, property ownership throughout the community, private regimes, and property easements.

Communication and Relationship Management

- Maintain effective working relationships with the Sea Pines ARB, the Town of Hilton Head Island, state and federal agencies, utility providers, contractors, consulting engineers, property owners, property managers, and guests.
- Communicate professionally and responsively with property owners, staff, and other stakeholders; prepare correspondence and presentation materials and respond to inquiries.
- Make public presentations as needed to explain applicable requirements, inspection findings, or community standards, and collaborate with senior staff to support organizational goals.

Additional Responsibilities

- Maintain a flexible schedule based on community needs, including weekends, evenings, and occasional holidays.
- Respond to emergencies, weather-related events, and other emergency or disaster-related assignments as needed.
- Follow applicable Occupational Safety and Health Administration (OSHA) standards and use appropriate personal protective equipment.
- Provide administrative support and coverage for other CSA departments as needed, including the Maintenance Administrative Assistant and Community Connections Center, to maintain service during staff absences or periods of increased activity.
- Perform other duties as assigned by the direct supervisor or senior staff.

QUALIFICATIONS AND EXPERIENCE

- A minimum of 4–5 years of relevant experience in property management, community standards, code enforcement, grounds management, or a related field. Equivalent combinations of education, training, and experience may be considered.
- Experience interpreting and applying property standards, community rules and regulations, ordinances, or similar requirements is preferred.
- Strong written and verbal communication, organizational, problem-solving, and customer service skills.

- Ability to exercise sound judgment, work independently, manage multiple cases and priorities, and interact professionally with property owners, residents and contractors.
- Ability to explain requirements, address concerns, and communicate compliance expectations in a professional and effective manner.
- Experience conducting inspections, documenting findings, investigating complaints, and maintaining accurate records is preferred.
- Valid driver's license and an acceptable driving record.

EDUCATION AND TECHNICAL SKILLS

- Computer literacy and proficiency with common business software, including Microsoft Office 365 (Word, Excel, PowerPoint, and Outlook), digital communication tools, and electronic recordkeeping systems.
- Working knowledge of applicable property standards, land-use requirements, community rules, and code-enforcement processes.

WORKING CONDITIONS AND EXPECTATIONS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position.

- Regularly required to talk and hear; frequently required to stand, walk, use hands to finger, handle, or feel, and reach with hands and arms.
- Frequently lift and/or move up to ten (10) pounds and occasionally lift and/or move up to fifty (50) pounds.
- Regularly conduct field inspections throughout the Sea Pines community using a CSA-provided vehicle to observe properties, identify potential violations, and assess community standards and conditions.
- Ability to multitask in a fast-paced environment and work independently.
- Flexibility to work evenings, weekends, and occasional holidays and to respond to emergency or weather-related events as needed.
- Commitment to CSA policies, procedures, and standards of professional conduct.

This job description is not intended to be a comprehensive list of all activities, duties, or responsibilities required of the employee. Management reserves the right to assign or reassign responsibilities to this position with or without notice.