Controller

Position Summary

The Controller is responsible for overseeing the financial operations of the company and ensuring the accuracy, integrity, and timeliness of financial information for the communities managed by the company. This position provides leadership and oversight to the Accounts Payable, Accounts Receivable, Property Accounting, and Customer Care teams.

The Controller is responsible for establishing and maintaining strong financial controls, ensuring accounting processes are consistently followed, monitoring department performance, and supporting the operational and financial needs of the company and its managed communities.

The ideal candidate is an experienced accounting professional and leader who is highly organized, analytical, detail-oriented, and comfortable managing multiple teams and priorities in a fast-paced HOA management environment.

Essential Duties and Responsibilities

- Oversee the company's day-to-day accounting operations and financial processes.
- Continuously evaluate accounting and financial processes for efficiency, accuracy, and risk.
- Ensure financial transactions are recorded accurately, timely, and in accordance with company policies and established accounting practices.
- Maintain and strengthen internal controls over payables, receivables, reconciliations, and other financial activities.
- Monitor the accuracy and integrity of association financial records.
- Review financial processes and identify areas of risk, inefficiency, or opportunity for improvement.
- Serve as a primary accounting resource for management and provide guidance on complex accounting and financial matters.
- Communicate with Community Managers and Board Members on escalated accounting matters.
- Assist with Corporate (GUD) budgeting, forecasting, financial analysis, and other financial planning activities as needed.
- Support annual audits, reviews, tax preparation, and other financial reporting requirements.
    - Prepare for and respond to audits and internal-control reviews.
    - Ensure corrective actions resulting from audits or internal reviews are implemented and maintained.
- Coordinate with banking partners and other financial service providers as needed.
- Monitor CD/CDARS accounts for upcoming maturity dates. Communicate decisions regarding maturing accounts with the banks.

- Ensure CD, CDARs, Money Markets, etc. are migrated over to GUD when a new association onboards.
- Open new bank accounts as needed such as for onboarding associations, special assessments, debit cards, etc.
- Sit in on interviews and year-end reviews as needed with accounting team leads.
- Report staffing needs to management.
- Attend monthly CINC calls with CINC account rep.
- Monitor access to accounting systems and financial information; set up/remove access for new hires/exiting team members.
    - Set up access for Board Members when requested

Team Leadership & Development

- Directly oversee accounting department team leads and provide guidance, accountability, and support.
- Establish clear expectations, goals, and performance standards for each department.
- Monitor departmental workloads, productivity, accuracy, and service levels.
- Develop department leaders and promote accountability throughout the organization.
- Encourage collaboration between AP, AR, Property Accounting, Customer Care, Collections, and Community Management.
- Ensure appropriate staffing levels and resource allocation based on business needs.
- Foster a professional, collaborative, and solutions-oriented department culture.

Reporting & Management Support

- Identify trends, concerns, and opportunities and communicate them to senior management.
- Provide recommendations to improve financial performance, operational efficiency, and customer service.
- Participate in leadership meetings and provide updates regarding departmental performance and financial operations.
- Assist with special projects and other financial initiatives as directed by executive management.

Qualifications

- Bachelor's degree in Accounting, Finance, Business, or a related field preferred.
- 5+ years of progressive accounting experience, with significant experience in a supervisory or management capacity.

- Experience overseeing multiple accounting functions and/or departments.
- HOA, community association management, property management, or related industry experience strongly preferred.
- Strong understanding of GAAP, reconciliations, accounts payable, accounts receivable, and internal controls.
- Experience managing high-volume financial transactions and multiple entities or accounts.
- Experience with association management or property accounting software; CINC experience is highly preferred.
- Strong Microsoft Excel skills and proficiency with Microsoft Office.
- Excellent analytical, organizational, and problem-solving skills.
- Strong written and verbal communication skills.
- Ability to manage competing priorities and meet strict deadlines.
- Demonstrated ability to lead, coach, and hold teams accountable.
- Ability to handle confidential financial information with discretion.
- Strong attention to detail and commitment to accuracy.

Key Attributes

- Strong financial and analytical judgment
- Highly organized and detail-oriented
- Strong leadership and accountability
- Excellent problem-solving skills
- Process-oriented and improvement-minded
- Clear and professional communicator
- Comfortable making decisions and resolving issues
- Able to identify risks before they become larger problems
- Collaborative and team-focused
- Able to balance financial accuracy with operational efficiency
- Takes ownership and follows issues through to resolution

Success in This Role

Success in this position will be demonstrated through:

- Accurate and timely financial records and reconciliations

- Consistent and effective internal financial controls
- Timely processing of AP and AR activities
- Improved management and collection of outstanding receivables
- Effective oversight of association financial reporting
- Strong communication and coordination between Accounting, Customer Care, Collections, and Community Management
- Clear accountability and performance expectations across all departments
- Well-trained and effectively managed department leaders and staff
- Identification and resolution of financial and operational issues
- Continuous improvement in accounting and customer-facing processes

Work Environment

This position requires the ability to work at a computer for extended periods. The position may require additional hours periodically to meet month-end, year-end, audit, or other critical financial deadlines.

Disclaimer

This job description is intended to describe the general nature and level of work performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required for the position. Duties and responsibilities may be modified as business needs change.