

WHY LOMBARDO?

Choosing a place to work is a big deal. You spend 40 hours each week at work, so you want to love what you do. We get it. When telling you why you'll love working at Lombardo Homes, we could list all of our statistics and accomplishments... but everyone does that, right?

Here's the real reason you'll love working at Lombardo: we're a family. We're family owned and operated, yes, but our entire team is a family. We appreciate and care for our team members and trade partners. When our team members succeed, we all succeed; when they struggle, we all pitch in to build them back up. This is the Lombardo way.

WHAT YOU'LL DO

The quick overview

Lombardo Homes is seeking a professional, organized, and customer-focused HOA Administrator/Customer Service Representative to support homeowners, community associations, and internal teams throughout our communities in the St. Louis market. This role is ideal for someone who enjoys helping people, coordinating communication, solving problems, and working in a fast-paced environment while supporting the long-term success of the communities we build.

The basics

- Perform quality, detailed work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers, etc.
- Work effectively in a team.
- Work independently while understanding the necessity for communication and coordinating work efforts with other employees and organizations. Nobody's an island!

The nitty-gritty stuff

- Serve as the primary point of contact for homeowners and HOA boards
- Respond to customer inquiries via phone, email, and online portals
- Coordinate communication between residents, vendors, property managers, and internal construction teams
- Maintain HOA records, architectural requests, and community compliance documentation
- Schedule and attend HOA meetings, inspections, and community project updates
- Assist with creating and managing HOA budgets and community financial tracking
- Coordinate community maintenance items and vendor communication within Lombardo communities
- Provide exceptional customer service while resolving homeowner concerns professionally and efficiently
- Set up new communities HOA's along with Property Management company
- Manage Property Management companies and scopes of work

WHAT YOU NEED

- 2+ years of administrative or customer service experience preferred
- HOA, property management, homebuilding, or construction industry experience is a plus
- Strong communication and organizational skills
- Proficiency in Microsoft Office and customer management software
- Ability to multitask and manage deadlines in a fast-paced environment
- Positive attitude and professional demeanor
- Strong attention to detail and follow-through

WHAT WE'LL GIVE YOU

- Competitive salary starting at \$55,000, with higher compensation available based on HOA, property management, or construction industry experience. Career growth opportunities.
- 401k with company match.
- Company-provided life insurance, as well as full benefits package including health, dental, vision, FSA, long-term disability, voluntary life insurance, accident insurance.
- Opportunity to work with one of the region's leading homebuilders.