



Company: Tarragon L.L.C.
Position: Uplands Community Representative
Reports To: Tarragon Marketing
Salary Range: \$25 - \$27/hour + sales incentives
Position Location: South Hill, Puyallup, Washington

POSITION SUMMARY:

Uplands by Tarragon, our master-planned community, is seeking an enthusiastic **Community Representative** to join our team. In this role, you will help share the vision and story of our growing new home community with both visitors and homeowners. The position will be based at the Club at Uplands, the heart of the community and prospect engagement. The Club at Uplands serves as a gathering space for current homeowners and prospective homebuyers.

Our Community Representatives provide a welcoming hospitality experience—including personalized coffee service—guiding visitors through their homebuying journey, connecting with current residents, and helping to create a vibrant and welcoming Uplands community. They share more about the neighborhood, encourage prospects to discover the best home for their lifestyle, and foster meaningful resident connections. In this position, you will be the human touchpoint for the Uplands brand while also supporting on-the-ground marketing and community engagement.

PRIMARY FOCUS

Deliver an exceptional customer experience at the Club at Uplands—including personalized coffee service—while bringing the Uplands brand to life for both prospective buyers and current residents.

ABOUT THE COMMUNITY:

Uplands is a new, active, vibrant community, rooted in the quiet confidence of Mt. Rainier and the beauty of the Pacific Northwest. Our focus is on creating a healthy, inclusive environment that connects residents to one another and to nature, providing a balanced, elevated lifestyle on South Hill. Uplands is designed to foster a sense of community, with quality and intention at every touchpoint.

Learn more about Uplands [here](#).

POSITION DUTIES AND RESPONSIBILITIES:

Community Engagement

- Responsible for daily opening and closing procedures of the Club at Uplands.
- Curate displays, signage, and supplies to ensure a high-quality environment.
- Serve as the "face of Uplands" at the Club, model homes, and community events.
- Guide visitor experiences with warm, professional customer service.
- Provide Club tours for prospective homebuyers.
- Manage and operate the self-serve coffee bar, including preparing specialty beverages such as lattes for prospective buyers and homeowners.
- Connect with current homeowners to foster community, support resident engagement, and help create a vibrant Uplands community.

**Marketing Execution**

- Collaborate with the HOA team and Uplands Marketing Team to plan and manage Uplands events.
- Assist with community events (on- and off-site), including logistics, vendor coordination, and guest relations.
- Assist in content creation for social media and the website.

Builder & Data Support

- Support on-site builder representatives, ensuring seamless day-to-day interactions, while escalating key insights to the Uplands team.
- Collect and report sales/traffic data in a timely manner, communicating weekly trends to the Uplands Marketing Team.
- Maintain accurate sales team contact lists for each builder.

Administrative & HOA Support

- Manage administrative tasks, supply orders, and HOA coordination.
- Maintain builder product knowledge and updated team contacts.
- Oversee the food and beverage program at the Club, including daily operation of the coffee bar, inventory management, and maintaining equipment and supplies.
- Manage inventory and delivery of homebuyer welcome gifts.

QUALIFICATIONS:

- The position is full-time - 40 hours a week from 8:00 a.m. to 5:00 p.m, Wednesday through Sunday, with Mondays and Tuesdays off.
- This is a fully on-site role at the Club at Uplands.
- Warm, welcoming demeanor with strong energy and excellent customer service skills and a love of hospitality.
- Excellent oral and written communication skills.
- Detail-oriented with the ability to multi-task.
- Proficiency in Windows, Microsoft Office Suite, and Internet-based applications. CRM experience is a plus, as well as the ability to learn new software. Barista or coffee service experience is a plus.
- A college degree is preferred or equivalent work experience.
- 1–2 years of customer service experience in high-end resort, real estate, or retail environments, with a focus on delivering exceptional customer service.
- A background in marketing or sales is a plus.

HOW TO APPLY:

If you are interested in being considered for this position, please submit the following materials to jobs@tarragon.com and include "Community Representative Job Application" in the subject line.

- Resume
- Cover letter
- References

We are an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, or gender identity, marital or veteran status, or any other legally protected status.