

**Job Type**

Part-time

**Description**

**Make an impact!** Working with board members, homeowners, and the management team, we strive to make positive impacts in the community. Our pace of work fosters and creates a fast learning environment where you can work towards and achieve professional and personal goals and make valuable contributions.

**OVERALL PURPOSE**

This position, under general supervision, provides high-level administrative support for the management team, community association, residents, vendors, etc.

**ESSENTIAL FUNCTIONS**

- Supports and assists the community association manager on a day-to-day basis in handling any variety of issues that may arise on a given day.
- Effectively and efficiently addresses concerns from homeowners.
- Answers telephone, screens calls, transfers callers to voice mail or takes messages to facilitate communications and contacts.
- Interacts and assists homeowners, board members, vendors, etc. daily.
- Logs all calls or notes into the system.
- Maintains knowledge of key clients and contacts.
- Sets up and maintains files, materials, information, schedules and related data.
- Assists with obtaining bids for additional work from outside contractors when a third-party vendor is required.
- Effectively resolves complaints of homeowners while abiding by the governing documents.
- Assists the board, owners and community association manager in complying with association and government rules and regulations.
- Assists in the operation of community amenities.
- Maintains files, reports and related communications (hard copy and/or electronic).
- Researches and provides informational materials, such as electronic data (Internet) for projects and special assignments.
- Maintains calendars, contact databases and appointments.
- Sets up and arranges meetings, facilities and accommodations as required.
- Writes and prepares letters, memos, e-mails and reports in draft and final form.
- Proofreads and edits materials to ensure high-quality communications.
- Assists and attends meetings as requested (this may include evening meetings).
- All other duties as assigned.

**Requirements****MINIMUM SKILLS AND QUALIFICATIONS**

- Strong written and verbal communication skills
- Experience with providing high level customer service
- Ability to work as part of a team while also being a self-starter
- Ability to work in a fast-paced environment
- Ability to take direction and constructive criticism
- Excellent data entry skills
- Shows initiative and needs minimal supervision
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, Publisher, PowerPoint)
- Exceptional time management, prioritization and organizational skills

- Must be able to multi-task efficiently and effectively
- 2-3 years of experience in administrative assistance in an office environment
- Ability to adapt to management style and an array of personalities
- Ability to learn new software
- Ability to work on the weekend as required

- **PHYSICAL EFFORT REQUIRED**

- Required to work at a personal computer as well as be on the phone for extended periods of time
- Must be able to stand, sit, walk and occasionally climb for extended periods of time
- Ability to lift or move up to 40 lbs.
- Ability to detect auditory and/or visual emergency alarms

**Salary Description**

\$16 to \$17 per hour