

PECCOLE RANCH JOB DESCRIPTION - Receptionist/ Admin Assistant

Reviewed 3/1/10, revised 12/16/2021

Letters of Application may be submitted to Manager@PeccoleRanch.net.

Title: Receptionist - Administrative Assistant

Department: Administration

Reports to: General Manager, Supervisory CAM/

FLSA: Non Exempt

Supervisory Responsibilities: No

Employment Status: Full-time

Position Summary:

This position is responsible for providing a wide range of office management and support to the company including but not limited to: duties as a skilled and professional multi-tasking front desk receptionist. This is a friendly, professional environment where it is imperative the Receptionist works well with the other staff, and is willing to do the tasks that will make the office run smoothly. We favor solution-oriented thinking, collaborative and team-oriented behavior over a pigeon-hole or job-title mentality.

Must be able to handle multiple tasks and work in a demanding, fast-paced, diverse environment with strong documentation and follow-up requirements. Must exhibit a high degree of professionalism and the ability to work with volunteers, the Board of Directors, the community and the general public on a wide-range of projects and issues and to resolve those issues through mutually agreeable solutions. Critical skills include: organization and follow through independently with high level writing capabilities, editing, and proofreading correspondence. Reports to the General Manager, Supervisory CAM.

Offices are located in Western Las Vegas (Charleston & Ft. Apache). Work hours 7:30 a.m. to 4:00 p.m. Monday through Friday.

Primary Job Duties & Responsibilities:

- Receptionist should have strong communication skills, both verbal and written --ability to work with clients and internal staff to understand and communicate issues and document communication in VMS
- Experienced in using multi-line phones and other office technology, preferred
- Screen telephone calls taking accurate messages in accordance with office policies and procedures
- Proficient in Microsoft Products and ability and initiative to quickly learn other software and routine maintenance of same
 - VMS Village Management System
 - Door King
 - Pitney Bowes
 - Microsoft publisher
 - Xerox copier
- Provide general administrative and clerical tasks, clubhouse rental, issue tennis passes, parking passes, organize and maintain files, inventory and order control as well as any other work necessary to ensure the office runs efficiently.
- Assisting with maintaining client information and data entry on spreadsheets and master client lists.
- Preparing and handling documents, such as processing work orders, compliance response and IRs (incident reports) making copies, faxing, scanning, composing basic cover letters (via email and paper), filing documents, and making labels.
- Work cross-functionally with other departments to align on upcoming events or special projects.
- Ability to transition quickly between different tasks
- Assisting with office upkeep such as scheduling equipment maintenance, tracking and ordering supplies.
- Other duties as assigned

Minimum Qualifications (Education, Experience, Skills)

- High School Degree required
- Computer skills a must as well as demonstrated ability to initiate learning new software and programs.
- Experience with a Homeowners' Association Builder &/or Real Estate Company a plus Two years of HOA experience (or equivalent customer related ability)
- Prior administrative office management experience.
- Proficient in MS Office, specifically Excel, Word Publisher and PowerPoint
- Excellent oral/written communication skills
- Excellent customer relationship skills
- Must be a self-starter with ability to work independently with excellent interpersonal and communication skills with a talent for customer service.
- Must be efficient with strong attention to detail.
- Must have strong customer support orientation (for internal/external customers), demonstrated professional demeanor, and the ability to maintain confidential information.
- Must have strong skills in organization and planning, demonstrated ability to work independently and exercise sound judgment and problem solving.
- Proven ability to manage projects independently.
- Ability to prioritize tasks, exercise sound judgment and confidentiality in maintaining sensitive information. Internet savvy.
- Must maintain high level of confidentiality concerning homeowner violation and architectural files

Key Competencies

- Attention to detail and accuracy
- Strong writing skills
- Interpersonal skills
- Good communication skills
- Organizational skills
- Information management
- Problem-solving skills
- Decision-making skills
- Stress tolerance
- Negotiation skills
- Conflict management skills
- Works well in a team environment

Personal Attributes

- must maintain strict confidentiality in performing the duties
- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound independent work ethic

Pay and Benefits:

- Salary commensurate with experience \$14 - \$16
Ability to accurately perform intake review of architectural applications, and ability to service the Association with the production of newsletter and social committee may constitute a higher salary.
- Health insurance (including medical, dental, and vision)
- Short-term disability
- Life Insurance
- 401K Retirement Plan
- Paid vacation and sick leave

- Paid holidays

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

While performing the duties of this job, the employee is regularly required to operate a golf cart in the bicycle lanes within the community, on sidewalks and sometime the public street. The employee is expected to use appropriate safety measures to assure their safety and that of the residents including hand signals in addition to turn signals.

While performing the duties of this job, the employee is occasionally asked to drive their own vehicle and will be compensated at the rate recognized by the IRS. Additionally, the employee is asked to provide proof of insurance on their own vehicle and valid driver's license.

While performing the duties of this job, the employee occasionally, up to two days per month, will be expected to work outside of the timeframe of "normal" PRCA business hours for the purpose of attending meetings of the committee they serve or the PRCA Board of Directors. Time worked during the course of the "normal" PRCA hours, will be paid as over time.

- **Work Environment** (The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)
- **Physical Demands** (The nature of physical effort leading to physical fatigue) The Receptionist/Administrative Assistant will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Accounts Receivable Clerk will also have to do some lifting of supplies and materials from time to time.
- **Environmental Conditions** (The nature of adverse environmental conditions affecting the incumbent) The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.
- **Sensory Demands** (The nature of demands on the incumbent's senses) The noise level in the work environment is usually moderate.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of

themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by:

Manager's Name

Date

Received and accepted by:

Employee's Name

Date