

# Administrative Assistant Job Description

## Overview:

The Administrative Assistant will support the Community Association Manager & Board of Directors with day-to-day administrative duties. This role will aid in the effective facilitation of the office operations by leveraging administrative systems, procedures, policies, and monitoring administrative projects.

## Responsibilities:

- Responds to residents inquires in a timely manner.
- Answers telephone and gives information to callers or routes call to appropriately and places outgoing calls.
- Checks all phone messages and returns calls as needed.
- Checks email account as necessary.
- Greets residents, vendors and visitors.
- Ensures all outgoing mail is mailed out before scheduled pick-up.
- Receives and processes all incoming payments for Homeowner's Association Fees, RV/Storage Yard Fees, Rules & Violation Fees, and Key Fees. Maintains Records and Provides receipts as needed/requested.
- Maintains, Inventories and Keeps Accurate Records for Keys for Tennis/Pickleball Courts, Pools, RV/Storage Yard, Viking Gates, Landscaping. Provides receipts as needed/requested.
- Completes/mails/faxes documents as requested by Board of Directors.
- Composes and types routine correspondence including Non-Compliance (Violation) Letters and Architectural Letters.
- Initiates and distributes work orders from phone calls, emails and complaints.
- Initiates painting orders and maintains painting log.
- Works with word processing, spreadsheets and database software to complete administrative tasks.
- Handles sensitive and extensive confidential information.
- Maintains Inventory, Orders office supplies, Refills postage meter as directed.
- Files correspondence and other records
- Maintains clubhouse rental agreements; Collects payments, reviews rules, completes checklist before and after events, returns deposits to homeowners as appropriate.
- Maintains current homeowners' files, forwards information to bookkeeping service and keeps the map on the wall updated.
- Maintains membership files/database and association files; maintains association website and homeowner portal, Record Retention Policy and State law. Files accurately and in a timely manner.
- Prepares new files/retires old files.
- Maintains RV/Storage Yard Log and RV/Storage Yard map on wall as directed by the RV/Storage Yard Committee.
- Keeps office and clubhouse tidy.
- Obtains vendor Certificates of Insurance as needed.
- Obtains applicable Form W-9's from vendors that will require an annual Form 1099.
- Scans documents for electronic storage (e.g. Sale deeds, Notices of Default, other homeowner documentation, bank statements, CD certificates, vendor certificates of insurance and I-9 forms, etc.)

- Creates and provides any reports, spreadsheets, documents, etc. requested by board officers.
- Maintains Paint Schedule to include Maintaining Painting Work Orders Schedule in accordance with the approved administrative procedures. Monitors the Painting Work Order Log for compliance with the annual budget and scheduling appointments

**Qualifications:**

- High school diploma or GED Equivalent.
- Valid Nevada driver's license.
- Two years of HOA experience (or equivalent) preferred.
- Prior administrative office management experience preferred.
- Familiarity with general office procedures either through formal training or equivalent work experience.
- Previous work experience in an office environment preferred but no necessary.
- Computer literate with knowledge of word processing software programs (MS Office, specifically Excel and Word)
- Must possess good organizational skills, time management, strong multi-tasking skills, good interpersonal skills and maintain a high level of professionalism and confidentiality.
- Must be able to work part-time (25 hours a week) from 9:00AM to 1:00PM; Monday-Friday.
- Bilingual (English & Spanish) desirable, but not required.
- Caliber experience preferred, but not required.

**This job description is not an all-inclusive list of duties to be performed and is subject to change.**

**Physical Demands:**

- Ability to sit for extended periods of time – up to 4 hours.
- Able to stand, bend/stoop occasionally.
- Ability to lift or maneuver boxes up to 25lbs.
- Ability to hear, see and speak.

This is a part time onsite position Monday-Friday from 9am-1pm located near Flamingo and Sandhill. The Association is comprised of 510 lovely townhomes with manicured mature landscaping, surrounded by high private walls. Boasting several amenities, you will find 2 bustling parks, 3 sparkling pools, green belts and walk areas with exercise features along the way, an RV storage yard for overflow parking, 3 tennis courts, 2 half basketball courts, and a beautiful clubhouse.

Email resumes to [hsslvhoa@lvcoxmail.com](mailto:hsslvhoa@lvcoxmail.com)