

**Las Vegas Motorcoach Resort Owners Association**

Position Title: Community Assistant  
Location: 8175 Arville St, Las Vegas, NV 89139  
Reporting To: Community Association Manager  
Status: Hourly Full-Time  
Salary: \$20-\$22 / hour

**COMPANY PROFILE:**

Las Vegas Motorcoach Resort is a 5-Star resort providing a unique and beautiful Class - A motorcoach living environment incorporating a safe, fun, and social experience. We continually provide our guests and owners with creative enhancements to all our services while maintaining a Five-Star standard of excellence.

We believe managing and maintaining a community takes more than just basic management and customer service. It takes hard work, upbeat and friendly personality while making everyone feel welcome and at home. Our success is based on the belief that effective management anticipates our owner's needs, not merely reacting to them.

**EMPLOYEE OWNER POSITION PURPOSE:**

The Community Assistant is responsible for providing exceptional customer service and quality administrative support to the office team as well as our owners, residents, external guests, and vendors by performing administrative tasks as well as special projects/research, and various position coverage. This team member will be focused on daily administration and owner relations with a warm heart and welcoming smile.

**JOB DUTIES AND RESPONSIBILITIES:**

Respond to phone inquiries using information/guidance from association manuals, CC&Rs, Rules & Regulations, and other administrative documents.  
Partner with Community Association Management (CAM) to return calls on their behalf/check voicemail in accordance with owner's association guidelines.  
Receive and prepare Architectural Landscape Requests (ALC) for evaluation by association Board of Directors/Committee(s).  
Process approval/denial of ALC applications, send to homeowners, and file accordingly.  
In coordination with the Board of Directors, Committees and management, setup and maintain association contact information and property documents.  
Discuss with owner's compliance concerns.  
Manage work order processes, including entry, follow-up, and closing work order tickets.



In CAM/management absence, oversee basic emergency vendor needs (i.e. contacting a plumber for an emergency association need).

Program vehicle gate tags.

Coordinate clubhouse reservations with the appropriate committee chair.

Prepare monthly abbreviated manager report for the Board.

Prepare letters, memos, forms, and reports for homeowners, Board members, and vendors.

Update and print correspondence summaries as well as log-in proxy ballots for annual, turnover, and budget meetings.

Attend periodic meetings to assist with balloting, check-in, etc., as needed.

Assist CAMs with meeting follow-up action items, including compliance concerns.

Assist CAMs with special projects for association needs, including research and assisting with custom administrative work.

Prepare notices, newsletters, flyers, and other documents for internal and external needs.

Filing owner's documentation.

Provide periodic relief for the team members with the management and rental teams.

#### **QUALIFICATIONS:**

High School Diploma (or equivalent); Associate degree and HOA experience preferred.

Proficiency in administrative support - generally between 1-4 years of experience.

Solid knowledge of Microsoft Outlook, Excel, Publisher, and Word.

Conflict resolution skills.

Ability to meet deadlines and address time-sensitive issues.

Superior multi-tasking skills.

Excellent written and verbal communication.

Ability to provide high-level customer service with attention to detail and organization.

Must be a team player.

Ability to manage workflow amid shifting priorities.

Willing to learn and follow Association governing documents, rules & regulations, processes, and procedures.

Adaptable and dependable with a solid attendance record.

Professional and respectful demeanor with all internal and external guests at all times.

#### **ESSENTIAL FUNCTIONS:**

Owner relations.

Use standard office equipment, including computer, phone, copier/scanner, etc..

Be stationary for periods of time.

Relocate up to (25) pounds.



Celebrating the Las Vegas Lifestyle



Travel to and from various locations on site.

**SCHEDULE & TRAVEL:**

Flexible daytime schedule as needed (operating hours, Monday – Friday 8am – 6pm / Weekends 9am-5pm)

This position may require occasional long hours to meet business needs.

Las Vegas Motorcoach Resort and Owners Association is an Equal Opportunity employer. We celebrate and support diversity.

LVMR reserves the right to modify this job description at any time based on business need.

To apply, please send your resume to:

Barbara Holland

[BHolland@lvmresort.com](mailto:BHolland@lvmresort.com)