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# ADMINISTRATIVE ASSISTANT

**START DATE: JUNE 22, 2026**

## **JOB DESCRIPTION**

The Administrative Assistant is a growth-oriented entry level position with a premier, large-scale property. The Administrative Assistant is a full-time, on-site position at the Canterwood Homeowners Association and is responsible for coordinating and maintaining homeowner relationships, overall positive community relations and assisting with the day-to-day operations management. The successful candidate must be detail oriented and have strong emotional intelligence, communication and leadership skills.

## **RESPONSIBILITIES**

The Administrative Assistant reports to the Assistant Community Manager and General Manager and performs the following duties:

- Maintain consistent contact with all Board members regarding association business and important matters to affect a timely response. Inform Board of all appropriate Committee comments, requests, suggestions, or complaints from owners.
- Collect and process homeowner assessments. Make daily bank deposits of checks received. Use credit card payment system to process card payments.
- Assist association residents with questions, comments and concerns.
- Maintain good rapport with property owners, responding promptly to their requests.
- Maintain accurate record of RV lot spaces and assignments. Update billing department when changes are made. Process new RV agreements and key deposits.
- Assist new owners with access to the Gate Key guest entry software, supply with copies of Community Rules and Policies and issue remote access tags for the gate.
- Assist with sourcing vendors and placing service orders with vendors/contractors.
- Assist with the coordination of visits, inspections and appointments with vendors and contractors.
- Handle telephone calls/requests and emails that are received onsite.

- Receive reports of rules violations and maintenance items needing attention and issue appropriate letters/fines in accordance with policy when indicated.
- Communicate with security officers regarding security and access issues, maintenance problems and community rules violations.
- Assist in developing preventative maintenance schedules and tasks to be used for budgeting and prioritizing expenditures.
- File association documents and keep accurate records, as well as maintaining the official records for the association.
- Update Association website weekly with meeting minutes, other documents and add new owners to resident directory.
- Act as liaison between the ACC Committee and residents. Receive and review ACC Applications for completeness. Prepare agendas for ACC Committee meetings. Attends all ACC Committee meetings as well as occasional site visits with the committee when indicated. Prepare all correspondence between the committee and homeowners. Keep complete and accurate records of all ACC correspondence with homeowners.
- Assist in preparation of meeting notices, memos, other correspondence & mailings, meeting packets, and community newsletters and updates.
- Assist with coordination of Annual Meeting details to ensure a successful meeting.
- Attend committee meetings as required and provide status reports to board, Assistant Community Manager and General Manager.
- Inventory and order supplies for HOA on-site office.
- Respond promptly to security issues on properties.
- Perform miscellaneous job-related duties as assigned that include assistance with administrative management issues and policies including administrative projects and tasks as assigned by the General Manager and Assistant Community Manager.

## **GENERAL INFORMATION, QUALIFICATIONS & REQUIREMENTS**

The Administrative Assistant must have good organizational skills and be able to juggle multiple priorities. A strong understanding of community management is needed and additional training courses may be required in the management field.

Prospective Administrative Assistants should have experience in the HOA industry or a background in customer service positions. A High School Diploma or the equivalent is required. A college degree and/or industry designation such as CMCA (Certified Manager of Community Associations) or a state equivalent certification are a plus.

- Must exhibit a professional demeanor at all times.

- Effective communications (oral, written or otherwise) skills.
- Ability to work under deadlines and consistently meet deadlines.
- Demonstrate organizational skills and ability to work independently and prioritize daily workload.
- Demonstrate problem-solving abilities.
- Must be proficient with Microsoft Office Suite and have the ability to learn and adapt to other software platforms.
- This position will require the successful candidate to be in the office 5 days a week, Monday through Friday, 8:30am to 5:00pm.
- Professional business attire is required.
- Occasional extended hours or evening hours may be required for meetings and special events.
- Salary is hourly, \$23/hour. Employee is eligible to enroll in company sponsored health, dental and vision insurance benefits on the first day of the month following 60 days of employment. PTO is accrued at one week per year for first two years of employment. Six paid holidays annually. Employee is eligible to open a 401K to which the employer contributes up to 4% match.

### **QUESTIONS? OR TO APPLY FOR THE POSITION:**

Please contact Amy Knepp for more information: [amy@hoacommunitysolutions.com](mailto:amy@hoacommunitysolutions.com)