



ADMINISTRATIVE ASSISTANT

JOB DESCRIPTION

The Administrative Assistant is responsible for professionally and efficiently managing visitors, telephone calls, and messages. The Administrative Assistant greets and directs all visitors, responds to general inquiries, and authors association-related correspondence. In addition, the Administrative Assistant provides support to management, committees, and other team members. The Administrative Assistant will work in cooperation with other staff members pursuant to the management contract between Sunrise Master Association and HOA Community Solutions. The Administrative Assistant is employed by the Management Company.

RESPONSIBILITIES

- Greeting homeowners and assisting them with their questions and concerns.
- General administrative and office work to include filing, making copies, scanning, etc.
- Collect and process homeowner payments. Make daily bank deposits of checks received. Use card payment system to process card payments.
- Maintain good rapport with property owners, responding promptly to their requests.
- Monitoring general email account; respond to and/or forward inquiries as appropriate.
- Monitoring the Facebook page for messages, questions, and inappropriate posts.
- Updating the Association's website calendar and documents.
- Writing letters, email blasts, notices, and email correspondence with homeowners, vendors, etc.
- Coordinating, preparing for, and attending Association and committee meetings.
- Work with the Events Committee and colleagues to assist in the planning, coordination, and execution of Association Events.
- Taking and preparing meeting minutes at Board Meetings for Board Secretary approval and presentation.
- Providing administrative support for management, Events, Compliance, and Architectural review committees.
- Assisting the management team in maintaining a current membership database.
- Assist new owners with access to the gate system (when necessary), and supply them with copies of Community Rules and Policies.
- Attending continuing education and workshops as directed.
- Performing data entry and year-end archiving of documents.
- Assist in enforcement of compliance with CCRs, including driving through the community to note violations.

- Other duties and responsibilities as assigned

GENERAL INFORMATION, QUALIFICATIONS AND REQUIREMENTS

- The Administrative Assistant must work independently, with minimal oversight, and be accountable to the Senior Community Association Manager and Community Association Manager.
- This position will require the successful candidate to be in the office 5 days a week, Monday through Friday, 8:30 am to 5:00 pm.
 - Occasional extended hours, evening hours, or weekend work may be required for meetings and special events.
- Position is an office job; business casual attire required
- Must have a valid driver's license and vehicle insurance
- Must be proficient with Microsoft Office Suite and have the ability to learn and adapt to other software platforms.
- Effective communication (oral, written, or otherwise) skills.
- Successful candidates will be able to manage multiple projects and shifting priorities.
- Must be a team player and pay close attention to details.
- Starting Pay \$22 - \$24 per hour based on experience. (Non-exempt position)
- Job performance will be reviewed at 30-, 60-, and 90-day periods.
- Eligible for health, vision, and dental benefits on the first of the month following 60-day completion.
- Employees are eligible to open a 401K to which the employer contributes up to a 4% match.
- Accrue PTO as follows:
 - Years 1- 2: 1 hour of PTO for every 40 hours worked.
 - Year 3-5: 2 hours of PTO for every 40 hours worked.
 - Year 5+: 3 hours of PTO for every 40 hours worked.

QUESTIONS? OR TO APPLY FOR THE POSITION:

Please contact Lauren Oster for more information: lauren.oster@hoacommunitysolutions.com