



## **TIMBER LAKES POA Administrative Assistant (Heber City, UT)**

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### **PURPOSE OF THE POSITION:**

The Administrative Assistant must understand the importance of providing outstanding customer service and be able to interact effectively with Lot Owners and Guests. The Administrative Assistant performs a variety of administrative duties for the onsite Timber Lakes office.

### **SCOPE:**

The Administrative Assistant reports directly to the Community Manager and the Board of Directors. Those to work with include, but is not limited to, Community Manager, Board of Directors, Roads Supervisor, Committee Heads, Lot Owners, Owners' Guests, Contractors, and General Public.

### **WORK EXPERIENCE:**

Proven customer service experience required. Applicant must also have proficiency with technology; a high level of accuracy with administrative duties; minor bookkeeping experience; competency in writing; minor project/item supervision and management.

### **RESPONSIBILITIES:**

#### **Main Responsibilities:**

- Support for the operations at the Timber Lakes office
- Provide customer service to owners via phone, email and in person
- Assist owners with obtaining required recreational permits (stickers)
- Provide and/or sell gate remotes, window stickers, mail boxes, parking passes, welcome kits, and general information to Owners
- Reconcile revenues and prepare deposits
- Collect, file, process, scan invoices and receipts for AP
- Accept assessment payments from owners and process
- Record notes on owners accounts for any action taken for an owner: for each written, emailed, telephonic, in person correspondence/communication

- Update Owners contact information
- Assist Community Manager with projects
- Secure meeting site locations
- Assist in preparing meeting agendas and other requested items
- Create and promote meeting announcements
- Assist in Annual Meeting preparation, coordinate volunteers, etc.
- Prepare or causes to be prepared general correspondence
- Assist with the 3 newsletters a year
- Assist with preparation and execution of election process in conjunction with the nominating committee, prior to the annual meeting
- Draft/edit pertinent articles, statements, email alerts and flyers for publication
- Attend selected Board meetings to take proper meeting minutes
- Send approved minutes and financial reports to webmaster for posting on the website.
- Maintain Association records (labeling/archiving)
- Assist with organizing historical archives
- Assist with tracking new construction and permits/bonds
- Research
- Run errands

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

##### **Knowledge:**

This position requires knowledge in the following areas:

- Two years of college preferred. Equivalent work experience is also acceptable.
- Minimum two years administrative experience.
- Experience working with Community Associations and Boards.
- Basic skills in use of accounting systems, minor bookkeeping.
- Minor project/item supervision and management.
- Excellent interpersonal communications skills with proven customer service experience.
- Position requires patience and the need to be sensitive to owners and guests needs while having a strong ability to manage sometimes negative situations in a professional manner.
- Ability to work independently with high degree of integrity (Follow-through, self-manage, proactive).
- Proficient with Microsoft Office products to be able to effectively craft, edit and format correspondence and should be able to enter, create, format and manipulate spreadsheets in Excel.
- Valid driver's license.

**Skills:**

The incumbent must possess the following skills:

- Effective time-management skills
- Technology skills, and ability to learn new software quickly and thoroughly
- Type at a minimum of 50 words per minute
- High level of organization and attention to detail
- Writing/language skills

**WORKING CONDITIONS:****Physical Demands**

- Generally works in an office environment during normal business hours, Monday through Friday, and some holidays and Saturdays.
- Some work is required outside normal office hours and outside of the office to fulfill duties.
- Will be using a computer frequently.
- Occasionally will be required to lift up to 40lbs.

**Mental Demands:**

There *are* a number of deadlines associated with this position, which may cause stress. The incumbent must deal with a wide variety of people on various issues.

**MORE INFORMATION ABOUT THIS POSITION:**

30-day probation period

Background and credit check will be conducted