

Job Description: HOA Administrative Assistant



Job Overview

The HOA Administrative Assistant must understand the importance of providing outstanding customer service and be able to interact effectively with owners. The HOA Administrative Assistant must have detailed knowledge of governing documents (CCRs, Bylaws and Design Guidelines) and a willingness to learn and grow. This position requires a high level of technical proficiency and accuracy.

General Responsibilities

- Administers the insurance programs for each property, working in conjunction with the Board of Directors and the Association's insurance broker or advisor. Records all incidents and submits to the insurance company. Manages all claims and notices with appropriate follow-up as necessary. Provides quarterly status updates to each Association's Board of Directors. Coordinates inventory values and yearly renewals for all Associations.
- Assists with coordination of all community-related meetings, including Board of Directors and Annual Members Meetings, including attendance at such meetings, and preparation of all related and/or required meeting notices.
- Acts as a liaison between the owners, Associations and the management company, maintaining positive communications activities, including an open line of communication between all parties.
- For all new owners, prepares all necessary documentation and sends packets of information which may include contact forms, policy manuals, usage calendars, etc.
- Maintains the owner card program, issuing cards to new owners, renters, etc. and replacing owner cards as needed (lost cards, name changes). Periodically coordinate the program to print and send cards to each owner.
- Take minutes at Association board meetings and weekly management meetings.
- Ensures accurate contact information for all owners in the billing system and Association directories. Updates the various databases when contact information changes.
- Maintains the owner email distribution lists.
- Coordinates votes in fractional units per the requirements of the co-ownership agreements.
- Prepares and sends certified letters to co-owners regarding right of first refusal upon each fractional sale.
- Assists with various forms of communication to owners, including flyers, emails, letters, website, etc.
- Provides assistance to the HOA group with document preparation, typing, formatting, organizing, filing, etc.
- Manages the Administration PBX, directing and announcing calls as appropriate. Taking and following up on messages.
- Greets owners and guests, assisting as required. Provides excellent customer service.
- Coordinates HOA mailings and shipments.

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Job Qualifications

Education and Experience:

- Two years of college preferred.
- Minimum three years administrative experience.
- Experience working with HOA's and boards.
- Proven Customer Service Experience required.

Skills and Aptitudes:

- Must be able to express thoughts and knowledge both in written and oral formats.
- Position requires patience and the need to be sensitive to owners and guests needs while having a strong ability to manage sometimes negative situations.
- Ability to multi-task on a variety of levels.
- Must have above-average computer 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.
- Well respected with high degree of integrity.

FLSA Information

Management Activities

- None

Discretion / Independent Judgment

- This position does represent the company in handling complaints, arbitrating disputes or resolving grievances, as the HOA Administrative Assistant you will be expected to work with Associates and visitors to ensure satisfaction. The HOA Administrative Assistant will have to take initiative and get creative in resolving challenges and involve a supervisor only when previous methods have been unsuccessful.

ADA Information

Physical Requirements

- Ability to speak and hear
- Close and distance vision
- Frequent sitting with some walking and standing
- Frequently lifts/carries up to 5 lbs
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills

Working Conditions

- Generally in an indoor office setting
- Will be using a computer frequently
- Varying schedule to occasionally include evenings or extended hours as business dictates.