



JOB DESCRIPTION

Title: Office Assistant Effective Date: 12/20/2021
Supervisor: General Manager Supersedes: New
Revised by: Personnel Committee
Status: Full-time Part-time FLSA Exempt Non-exempt
Reports to: General Manager
Supervises: None

Job Summary:

Under the immediate supervision of the General Manager, the Office Assistant is responsible for providing front desk and administrative support to the daily operations of the Newtown Community Association, to include, but not limited to:

- Provides clerical support to Architectural and Covenants, Maintenance, front office staff, and General Manager as assigned
- Prepares work schedule for front office staff and lifeguards
- Prepares summary of daily cash deposits and makes bank deposits
- Processes invoices for payment
- Prepares timesheets for payroll processing
- Provides superior customer service servicing residents, guests, employees and vendors associated with NECA
- Meets established deadlines and provides regular updates and status on assigned projects
- Upholds and abides by the rules and guidelines of the NECA Employee Handbook and the policies and procedures of NECA management staff
- Assists General Manager as assigned

Essential Duties and Responsibilities:

1. Provides clerical support to the General Manager. May be assigned to the Architectural and Covenants and/or Maintenance sections as needed to assist in regularly assigned tasks, special projects, etc. as needed.
2. Provides front office coverage as needed.
3. Establishes and maintains a good recordkeeping system. Organizes all records in a neat and easily understandable manner.
 - a. Keeps and secures vendor contracts, construction contracts, alarm company, security, video systems, fire and safety equipment as assigned
 - b. Maintains and updates files for completed invoices and statements
 - c. Maintains an accurate record of all employee attendance, vacation, sick and work records as assigned
 - d. Updates and maintains property owner's files for Architectural & Covenants Department
4. Maintains and updates master listing of all important renewals as assigned.
5. As assigned by the General Manager, maintains and updates NECA's computer system:
 - a. NECA website
 - b. Prepares and broadcasts email blasts when required and directed
 - c. Maintains file of software licenses and contracts with expiration dates and notifies General Manager of programs and renewals as required

6. Assists General Manager in maintaining and updating master file of all minutes of the BOD and Committee meetings. Ensures that minutes are secured at all times. Minutes are required to be maintained and not destroyed; kept as permanent file.
7. Prepares work schedule for front office staff and lifeguards.
8. Prepares timesheet and payroll for General Manager review and approval to be transmitted to property Management Company.
9. Knowledge of NECA Employee Handbook on compensation; to include overtime, sick, vacation, holiday, etc. and calculates payroll hours accurately.
10. Establishes, maintains and updates employee sick leave and vacation balances (used/earned)
11. Receives and processes invoices as directed. Accurately codes invoices to applicable accounts.
12. Reconciles daily deposits; prepares and completes bank deposit; summarizes and codes monthly cash deposits and sends to property Management Company.
13. Under supervision of Architectural and Covenants Manager, assists with conducting property inspections and ensuring properties are in compliance with Master Declaration of Conditions and Covenants (MDCCR) and Architectural Rules and Guidelines (ARG). Drafts violation notices.
14. Attends and assists in NECA special events, i.e. Halloween, Easter, etc.
15. Performs general office housekeeping.
16. Performs other related duties as assigned.

Minimum Qualifications:

1. College graduate or high school graduate with four (4) years clerical work experience.
2. Valid driver license and insurance
3. Drug testing and background check required
4. Previous personnel and accounting skills preferred
5. Good communication and service skills to deal with employees, homeowners, vendors and contractors
6. Good personal habits and appearance
7. Possess good and strong critical thinking and problem solving skills.
8. Six (6) months customer service required.
9. Six (6) months cash handling experience required

Supervisory Responsibilities

Not applicable

Language skills

Able to read, comprehend and convey oral and written instructions and information to staff, vendors, contractors, members and guests to NECA.

Mathematical skills

Able to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning ability

Ability to understand and carryout instructions furnished in written, oral or diagram form. Ability to deal with problems involving people, concepts, emotions and able to understand, convey and execute oral and/or written instructions. Able to analyze and problem solve.

Computer skills

Computer literate, proficient with Word, Excel, etc. to include software for time clock, NECA website, security system, and other related software obtained by NECA.

Customer/Client interaction

Regular, periodic direct contact with members, staff, vendors, guests and volunteers via face-to-face, correspondence, telephone, email, etc.

Equipment used

Computers, office equipment and digital camera.

Work Schedule

Scheduled between hours of 7:45 am and 8:00 pm, Monday thorough Sunday.

Working conditions

Indoors in both air conditioned and non-air conditioned environments. Some outdoor environments

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