

## **GLENSHIRE/DEVONSHIRE RESIDENTS' ASSOCIATION ("GDRA" or "Association") JOB DESCRIPTION**

**Job Title: Administrative Assistant**

**Work Location: 15726 Glenshire Drive, Truckee, CA 96161**

**Division/Department: Administration**

**Reports to: GDRA's Operations Manager**

**This is a full-time, year round, non-exempt position. Normal business hours at GDRA are between 8 AM and 6 PM Monday through Friday. The position is anticipated to work between 32-40 hours per week, and the anticipated schedule will be Monday to Friday between 8:00 am and 6:00 pm, with flex-time, as allowed. There will be a minimum introductory orientation period of one month. However, employment at GDRA is "at-will" which means that GDRA or the employee may terminate the employment relationship at any time with or without notice, and with or without cause. Wage Depends on Experience.**

### **Position Summary:**

Under the supervision of the Operations Manager and other GDRA Management as appropriate, the Administrative Assistant is responsible for organizing and keeping the office running smoothly, assisting with a variety of tasks including, but not limited to customer service, clerical, computer systems, accounting systems, scheduling and outreach.

In addition, the Administrative Assistant prepares documentation such as reports and correspondence, attends meetings, assists with owner communications and events, and other duties as necessary.

### **Essential Duties and Responsibilities:**

#### **CUSTOMER SERVICE**

- Primary Responsibility is to help protect and enhance the quality of life and property in Glenshire/Devonshire.
- Provide excellent customer care to members, guests, tenants, employees, and business partners
- Maintain a current and working knowledge of GDRA Policies and Procedures.
- Responsible for Customer Information Maintenance.

#### **ADMINISTRATIVE/OTHER**

- Operate office equipment such as telephones, computers, copiers, scanners, etc.
- Utilize computers extensively to manage member services/information, databases, scheduling, communications, bookkeeping, inspections and other as required.
- Maintain files, tickler systems and records required. Coordinate the cross referencing of records and files in accordance with the Association's record management plan.
- Responsible for HR, Accounts Receivable/Payable and outreach.
- Communicate and engage with others in a professional manner.
- Work well under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer/client service.
- Have a valid driver's license to safely operate vehicles to inspect properties within the development in all weather conditions.
- Other duties as assigned by Operations Manager.

**Essential Physical Requirements of Position:**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The employee must be able to regularly communicate orally and in writing.
- The employee will frequently be required to stand and/or remain stationary for extended periods of time.
- The employee will be required to use their hands and fingers to grasp handles or feel.
- The employee is frequently required to reach with hands and arms; ascend, descend or balance; and position self to access files/equipment, etc.
- The employee will be required to regularly walk, kneel or crouch.
- The employee must frequently lift and/or move up to 35 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The employee will be required to perform repetitive tasks;

**\*\*NOTE:** If an applicant or employee has a qualifying disability or medical condition that affects their ability to perform the essential duties and requirements of this position, the individual should promptly advise the Operations Manager and the Association will engage in the interactive process with the individual to determine if a reasonable accommodation exists to help him/her perform the essential duties and requirements and, if so, whether it can be provided by the Association without creating an undue hardship for GDRA. The Association may require medical documentation supporting from the individual's health care provider to support a request for reasonable accommodation.

**Working Conditions:**

While performing the duties of this job, the employee is frequently exposed to a moderate level of social contact. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.

**Education, Work Experience, Qualifications:**

- Require possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.
- High School or Associate's Degree.
- Experience in office related work, software and internet.
- Experience in HR is preferred.
- Experience in accounts receivable and accounts payable.
- Ability to interact with others in a professional and respectful manner.
- Ability to properly dress for the position.
- Ability to understand Association rules and regulations.
- Proficiency in speaking and writing in English for the efficient operation of the Association because this position will regularly interface with owners and visitors of the Association and may also need to respond to situations requiring prompt and clear communication to resolve issues.
- Working knowledge of how a HOA functions or previous experience within a HOA is strongly preferred.
- Ability to effectively present information and respond to questions from members and the general public.
- Ability to calculate amounts and balances. 10-key data entry.
- Ability to communicate clearly, effectively, and in a positive manner with members, guests, tenants, employees, and business partners.
- Strong organization skills and detail oriented.

**Job Description Reviewed and  
Approved on:****Signature of Operations Manager:****Job Description Received and  
Reviewed by Employee on:****Employee's Signature:**