



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

Job Title: Administrative Assistant

Work Location: 15726 Glenshire Drive, Truckee, CA

Division/Department: Administration

Reports to: GDRA's Operations Manager

Supervises: No supervisory duties

☒ **Full-time**

☐ **Part-time/seasonal**

☐ **Exempt**

☒ **Nonexempt**

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 30-40 hours per week, and the anticipated schedule will be Monday to Friday between 8:00am and 6:00pm, with flextime, 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 office duties as necessary.

The Administrative Assistant duties/decisions will be performed to reflect the GDRA Guiding Principles:

- ✓ Maintain and improve all common areas and facilities.
- ✓ Maintain and improve safety.
- ✓ Protect the Association's natural environment.
- ✓ Promote healthy living and connectivity.
- ✓ Foster an engaged, connected membership.
- ✓ Encourage a diverse community that supports the current quality of life at GDRA.

Essential Duties and Responsibilities:

Essential Job Tasks:	Performance:
OFFICE ADMINISTRATION	
• Maintain a current and working knowledge of GDRA, procedures including Covenants, Conditions and Restrictions, Rules, Policies and Procedures and Restrictions.	
• Answer phones, reply to emails and respond to in-person requests. Route messages appropriately and provide excellent customer care to members, guests, tenants, employees, and business partners.	
• Check and sort mail.	
• Manage and maintain member information, databases, scheduling and communications.	
• Assist members with Owner Portal access and related questions.	
• Maintain files, office templates, checklists, tickler systems and records required by the office procedures. Coordinate the cross-reference of records and files in accordance with the Association's record management plan.	

• Input AR/AP data into accounting software. Assist in bank account reconciliations.	
• Assist with Clubhouse rental applications and scheduling.	
• Request and properly file insurance certificates.	
• Complete forms requested by realtors or transaction coordinators.	
• Maintain owner and property records: Waivers, Transfer of Rights, Tenant info, Deeds, E-consent forms/email info changes in platforms, etc.	
• Order office and janitorial supplies, keep the office and main entrance clear of boxes, wipe down office surfaces as needed, empty office garbage cans/shred bin.	
• Assists other team members as requested.	
ASSOCIATION ADMINISTRATION & BOARD MEETINGS	
• Maintain Calendar/Spreadsheets (required filing dates, election, inspects, etc.)	
• Assist with material compilation and preparation of agendas, packets and minutes for Board Meetings and Executive Sessions.	
• Assist with Annual Budget, Information and General Mailers.	
• Ensure HOA notices are posted properly both electronically and on bulletin boards.	
Total Score (Job Specific):	
General Expectations for All GDRA Staff Members:	Performance:
• Maintain regular and punctual attendance as scheduled.	
• Communicate and engage with others in a professional manner and with respect.	
• Maintain compliance with GDRA policies and procedures.	
• Maintain a positive attitude and provide exemplary customer/client service even while working under pressure to meet deadlines.	
• Be a good team player who collaborates openly and maintains positive relationships with coworkers.	
• Participate in employee trainings and staff meetings as required.	
• Comply with all GDRA safety policies and be always safety conscience, including but not limited to, wearing personal protective equipment (PPE) when required, and operating all machinery safely and pursuant to safety instructions.	
Total Score (General Expectations):	

Because of the fluctuating demands of the company's operation, it may be necessary that each employee perform a multitude of different functions. Therefore, as an essential part of your job, you will be expected to help others when the occasion arises, just as other employees are expected to help you. Accordingly, you may be expected to perform other tasks, not specifically addressed above.

Essential Physical Requirements of Position:

- 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 must frequently lift and/or move up to 10 pounds and occasionally 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 his/her 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 low to moderate.

Education, Work Experience, Qualifications:

- Office Management/Administrative Assistant experience required.
- Bookkeeping or Accounting experience highly desired.
- Strong computer and organization skills required.
- Working knowledge of how a HOA functions or previous experience within a HOA is strongly preferred. Ability to understand Association rules and regulations required.
- Possession of a valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.
- Ability to effectively present information and respond to questions from members and the public.
- Ability to communicate clearly, effectively, and in a positive, professional and respectful manner with members, guests, tenants, employees, and business partners.
- Ability to follow oral and written directions, keep accurate records and perform other general administrative functions.
- Ability to write business correspondence.
- Ability to calculate amounts and balances.
- 10-key data entry.
- Ability to work under pressure and meet deadlines, as well as prioritize time effectively.
- Proficiency in speaking and writing in English for the safe and efficient operation of the Association because this position will regularly interface with owners and visitors of the Association and will also need to respond to emergency maintenance situations requiring prompt and clear communication to resolve maintenance issues.
- Ability to think and work independently as well as part of a team.

Job Description Reviewed & Approved on:

Signature of Facilities Manager:

Job Description Received and Reviewed by Employee on:

Employee's Name:

Employee Signature:

*By my signature, I confirm that I received, read and understand the job description and job requirements for the **Administrative Assistant** position. I understand that my performance will be measured in part by the satisfactory adherence to the job tasks described in this document.*