

Job Description:

Facility Attendant



Revision Date: October 2022



Reports to: General Manager



FLSA Status: Non-Exempt

HOAMCO Culture:

HOAMCO team members are passionate and work independently, yet understand the value of teamwork. As a company, HOAMCO builds open and honest relationships through communication, and delivers exceptional customer service to each person we come in contact with.

Function & Role:

Under general supervision of the Executive Assistant, the Facility Attendant provides clerical support for Executive Assistant and other office personnel to enhance service levels to the Association after regular office hours.

Supervisory Responsibilities:

None.

Requirements:

Qualifications:

- High school diploma.
- 2-3 years full-time clerical/administrative experience.

Responsibilities and duties:

- Answer and transfer phone calls. Take and deliver accurate messages.
- Provide customer service for homeowner's questions, complaints, comments, etc.
- Issue Pool passes.
- Issue Dog park passes.
- Assist with address change forms as needed.
- Perform general office work.
- Make sure Conference room, classroom and/or Railroad building is clean and ready for meetings.
- Provide water and coffee for meetings as needed.
- In charge of laptops and multimedia that are signed out for Board and Committee meetings.
- Must be knowledgeable of the Association's Rules and Regulations.
- Must have a basic understanding of the Association's budget.
- Attend mandatory staff meetings and training.

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- Special projects and other assigned duties as necessary.
- Ensure building is properly secure and set building alarms after thorough walkthrough.

All HOAMCO Employees Possess:

- Ability to consistently project a positive image of the Company.
- Ability to prioritize tasks in a fast-paced environment, while handling interruptions as part of the routine.
- Strong team player, willing to help out and assist others when needed.
- Highly effective interpersonal skills and the ability to work well with others.
- Strong sense of and high standard for customer service.
- An enthusiastic, professional, and positive demeanor.
- Integrity and credibility.

All Eldorado Employees Possess:

Team Member is sincere, friendly, and professional without appearing pretentious or overly informal. Team Member displays a sense of urgency and goes beyond "basic" job responsibilities to achieve guest satisfaction. Team Member uses the "Five Feet Greet" creating a positive environment.

- Phone calls are answered in three rings. Team member answers phone calls with hospitality phrase and the Team Member's name and identifies the caller's needs.
- If calls go to voice mail, they are returned within 30 minutes if message is left during club hours.
- If placing a caller on hold, the duration of the hold is less than 60 seconds.
- Team Member adheres to published grooming standards, including good hygiene habits, professional appearance, and neatly groomed hair.

Job duties may be modified if necessary.

I have received, reviewed, and fully understand the job description for the Facilities Attendant. I further understand that I am responsible for the satisfactory execution of the essential functions described there in, under any and all conditions as described.

Employee Printed Name: _____

Date: _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____