

Job Description: Executive Assistant



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 General Manager, the Executive Assistant assists with daily operations and duties of the community and General Manager. Support the Board and the overall Association to protect and enhance the value of the collective assets, the perception of community and the quality of life in the community. Assist with Board of Directors, committees, residents, guests, and outside groups and associations and employees. The GM has the responsibility of overseeing both day-to-day management operations as well as achievement of Board approved long-range goals. The GM coordinates, plans, and monitors service activities in all Association areas and aids in formulating and administering organization policies.

Supervisory Responsibilities:

Supervises:

- Facility Attendant
- Pool Staff

Requirements:

Qualifications:

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

Responsibilities and duties:

- Support General Manager on day-to-day management of the community.
- Assist new employees with new hire paperwork.
- Order any necessary supplies for office staff.
- Create forms, reports, spreadsheets, presentations, and/or filing systems to provide clerical assistance for General Manager as necessary.

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- Assist General Manager in putting together the Board Packet for the Board meetings.
- Assist General Manager with the Minutes of the Board Working Sessions and Board of Director's meetings (meetings are recorded).
- Maintain and update records, databases, and website as directed by General Manager.
- Create Facility Attendant's monthly work schedule.
- Provide customer service for homeowner's questions, complaints, comments, etc.
- Assist General Manager in keeping the Association's expenses in line with the approved budget.
- Process all invoices by coding them the appropriate GL number, sending them to A/P and Strongroom for GM to give final approval.
- Write necessary correspondence and reports to homeowners, association Boards of Directors, HOAMCO, vendors, etc., adhering to guidelines and procedures.
- Perform miscellaneous office errands.
- Assist General Manager in Managing office to include supplemental billing, supply purchasing, and credit cards reconciliation; and equipment upkeep and installation.
- Assist in scheduling meetings for the General Manager.
- Attends Association's Board or Committee meetings from time to time as needed.
- Oversees website content.

Abilities:

- Must be knowledgeable of all current functions and matter of the Association.
- Must be knowledgeable of the Association's Rules and Regulations.
- Must be able to resolve conflicts and handle resident's complaints in a professional manner.
- Help prepare schedules and established priorities for routine and special work projects in partnership with the General Manager.
- Make a continuous effort to be aware of resident and community needs while interfacing with the Board, its committees, and staff.
- Review all correspondence being distributed on behalf of the Association (ie. mass mailings, membership notices and annual disclosures).
- Delegate assignments and assist in the completion of punch list items as appropriate, and ultimately ensure such items are completed and all Board approved directives and policies are implemented.
- Facilitate member due process, where necessary; resolution of conflicts and disputes when needed and where appropriate.
- Excellent written and verbal communication skills.
- Excellent telephone etiquette.
- Intermediate to advanced computer proficiency.
- Ability to design effective forms, reports, spreadsheets, presentations, and/or filing systems.
- Ability to multitask and manage priorities in an efficient and accurate manner.
- Ability to assess problems and determine an appropriate solution.
- Ability to know and understand the Association's Budget.
- Strong sense of and high standard for customer service.
- Possess teamwork abilities.
- Strong organizational skills and attention to detail.
- Ability to adapt in a changing workplace.
- Possess integrity and credibility.
- Possess a New Mexico Driver's License.
- Ability to use standard office equipment.
- Ability to lift 30 lbs.

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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 thanks the caller for calling and/or offers a cordial farewell.
- Prior to completing the interaction, Team Member offers further assistance or asks, "Is there any other way I may be of service."
- Team Member adheres to published grooming standards, including good hygiene habits, professional appearance, and neatly groomed hair.
- Team Member must wear the correct name tag.

Job duties may be modified if necessary.

I have received, reviewed, and fully understand the job description for the Administrative Assistant. 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: _____