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## **JOB DESCRIPTION**

**POSITION TITLE:** COMMUNITY SERVICES ASSISTANT

**REPORTS TO:** HOA MANAGER

**FLSA CLASSIFICATION:** NONEXEMPT

### **POSITION OVERVIEW**

The Community Services Assistant is responsible for establishing, enhancing, and enforcing the requirements of the vendor access program and database, the Covenants, Conditions, and Restrictions (CC&Rs) and the rules and regulations of The Springs Community Association. Additional duties will include partial receptionist duties for both Security and the HOA offices. This person reports to the Community Manager with additional supervision by the Director of Community Services. The person in this position will also be responsible to organize and prioritize various work tasks in a fast paced work environment and be a collaborative problem solver who executes with a high level of accuracy.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Understands and applies the Vendor Access Program Requirements, Property CC&Rs, Rules and Regulations and other governing documents for the HOA
- Performs phone Receptionist duties for the Security Command Center and HOA office
- Perform weekly inspections for the HOA to identify compliance issues and responds in conformance with HOA enforcement policy
- Works collaboratively with Security and the HOA to identify and resolve violations of the CC&Rs and rules and regulations in a proactive and timely manner
- Documents, photographs and issues violations of the governing documents to members
- Maintains compliance database and prepares monthly report of enforcement activities for the Board of Directors monthly meeting
- Maintains strict confidentiality and thoroughness regarding sensitive homeowner and Club information
- Acts as primary point of contact for all vendors and contractors who wish to enroll in the Vendor Access Program.
- Enrolls new qualifying vendors and maintains vendor database
- Monitor vendors and contractors to ensure compliance with community rules and policies
- Facilitates the issuance, deactivation, and or replacement of transponders for vendors, contractors, homeowners, club members, and employees
- Follows all rules and regulations established in The Springs Employee Handbook and Safety Manual

## **REQUIREMENTS**

- Must possess Strong verbal and written communication skills
- Must demonstrate great attention to detail and follow through
- Must be competent with Microsoft Office particularly with Excel and WORD as well as experience with other database applications
- Must have Driver license and ability to drive a golf cart
- Should have clerical office and receptionist experience
- Must demonstrate great patience and problem-solving skills along with an ability to show empathy in difficult conversations

## **EDUCATION AND EXPERIENCE**

- Must possess high school education or equivalent
- Should have 2-3 years clerical experience including filing, computer competence, phone reception work and processing assigned tasks in an expeditious and accurate manner

## **PHYSICAL DEMANDS**

- Must possess hand and finger dexterity to perform clerical and receptionist duties
- Must be able to sit for long periods of time to perform clerical work and ability to walk to perform office and community inspection duties
- Must be able to lift and carry for short distances up to 25# and share lifts with others on heavier loads
- Must have visual acuity for both clerical, driving and community inspection duties
- Must possess ability to drive golf cart

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

## **Equal Opportunity Employer**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Springs will be based on merit, qualifications, and abilities. The Springs does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. The Springs will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.