



JOB DESCRIPTION

Job Title: Community Administrative Assistant	Department: Community Management
Supervisor: Community Manager	Classification: Full-time Non-exempt
	Pay Range: \$17.00/hour

Company Culture & Core Values:

Terra West Management Services' primary goal is to provide excellent service to both internal and external clients by living through our Core Values. Our culture and business thrives when each team member works positively, cooperatively and respectfully with every person we come in contact with. In addition to performing the essential functions of the position, our ideal candidate would contribute to the cultural health and overall success of the company by identifying with and promoting our Core Values.



Essential Functions:

- Receive and respond to all homeowner calls within 24 hours.
- Receive and respond to all homeowner correspondence within 3 days.
- Obtain bids with specifications by deadline supplied by the Community Manager.
- Type and proof all correspondence, newsletters, etc., as requested.
- Type and log violation letter within 7 days of receipt. Log all homeowner violation responses within 2 days of receipt. Levy fines using charge sheet on all ongoing violations within 7 days.
- Receive and log architectural requests and process within 2 days of receipt.
- Complete an Association Closeout Inventory list for turnovers.
- Reserve space for meetings. Attend meetings as requested by Community Manager.
- Assist Community Manager with all preparation and distribution of regular and annual Board of Director's meetings.
- Pull account histories, homeowner files, etc. as requested.
- Maintain association files.
- Complete the action list provided by the Community Manager by the deadline.
- Additional duties may be assigned.

Core Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential duties and responsibilities of this position:

- Organizing and prioritizing

- Attention to detail and accuracy
- Maintain confidentiality and exercise good judgment
- Problem-solving skills
- Excellent communications skills, both written and verbal

Minimum Qualifications:

- Minimum 6 months of customer service and/or office experience
- Computer proficiency in Word, Excel and Outlook – typing speed 60 wpm

Preferred Qualifications:

- Docuware or C3 experience

ADA Requirements:

- See and read small print, both on paper and on a computer screen, quickly and accurately.
- Sit for extended periods of time while working at a computer.
- Hear and speak clearly on the telephone and in person.