

Position Title: **Assistant to the Executive Office**

Section: Executive Office

Reports to: General Manager

Hours: Monday – Friday, 9am to 5pm and as needed for events

Salary: Salary Position – range \$35,000 to \$40,000 depending on experience

Contact: Larry May
Park Towers General Manager
Cell: 702-350-0187
Email: LarryM@ParkTowers.com

SPECIFIC DETAILS, RESPONSIBILITIES AND FUNCTIONS:

- HOA experience (preferred).
- Licensed Notary (or willing to get a Nevada State Notary License).
- Maintains a sincere, professional, and respectful relationship and attitude with all Homeowners, Managers, and Staff, showing the upmost discretion and respect in all situations.
- Maintains a close working relationship with the General Manager, Managers, Supervisors, Staff, and various Committees to facilitate an orderly and timely flow of memoranda and reports to/from the General Manager and other Managers, as needed. Helps to keeps communication flowing freely among all departments.
- Plan and execute all HOA Resident Events as defined by the Annual Operations Budget.
- Assists Homeowners with a variety of tasks as assigned, or directing to appropriate Manager to answer questions.
 - Provide service or referrals for homeowner requests, such as:
 - Airlines Reservation / Flight Information
 - Limousine arrangements
 - Dining reservations
 - Dry-cleaning setup
 - FedEx and USPS mailings for homeowners
 - Event consultant for Residents, providing information regarding caterers, party planners, etc. (– this does not include the actual planning of the event.)
 - Common Area facilities reservations & basic setup (i.e., PT chairs and tables)
 - Floral orders
 - Golf Course information & appointments
 - Messenger service requests
 - VIP Passes for nightclubs, etc., when possible
 - Shoe/Luggage repairs
 - Show Ticket reservations
 - Sports related reservations
 - Collects & forwards U.S. Mail & parcels at Homeowner's/Resident's request
 - Tour related reservations

- Focuses priority on helpful service, providing the same level of service for all Residents and their guests.
- Knows all Residents and their guests and tries to remember their names.
- Performs a broad range of administrative duties. Maintains a close and highly responsive relationship to the day-to-day work of the General Manager and other Managers. Treats all information as “confidential”.
- Assists the General Manager with facilitating Purchase Orders.
- Assists the General Manager to help coordinate between Homeowners and their contractors for Homeowner construction:
 - Pre-construction meetings to discuss construction guidelines
 - Obtain required documentation & construction deposit before work begins
 - Periodical Unit checks during construction
- Assists the General Manager & Chief Engineer with ongoing property task lists:
 - Property Inspections and creating task items
 - Acknowledge homeowner issues and add to task list. Follow up with homeowner about progress and completion
- Assists the General Manager, Chief Engineer, and Accountant with acquiring contractor/vendor documentation:
 - Periodic Reviews of the dock log with dock officer
 - Update files with new certificates and licenses
 - Sends any needed or appropriate documentation or mailings to the Accountant
- Assists the General Manager, Chief Engineer, and Accountant with building projects and information/documentation.
- Assists the General Manager with mailing of Account Payable checks and mailings to Homeowners.
- Assists with Layout and Production of the monthly newsletter.
- Attends all meetings deemed appropriate by the General Manager.
- Maintains applicable records (not payroll or other highly confidential information as determined by the General Manager and Accountant) and files efficiently. Distributes routine correspondence. Maintains awareness of the functions of all departments. Assimilates all allowable information in order to gain knowledge and experience.
- Answers telephone(s), handling calls courteously and maintains a feeling of cooperation, diplomacy and sincere interest. Refers calls to proper parties or departments.
- Assists the General Manager with monthly supply inventories as requested.
- Help the General Manager issue and maintain control of all building security materials, such as access cards, fobs, and garage access cards for Homeowners, Residents & Staff.

- Coordinates ordering of amenities and Engineering/Housekeeping supplies:
 - Bottled water, sodas, coffee, candy, popcorn, toiletries, cleaning supplies, etc.
- Deposit Homeowner Assessment payments and other checks as needed, after forwarding to the Accountant, and coordinating with the Accountant concerning which account to deposit to.
- Address any daily concerns from Employees and Homeowners about the staff or Property through the referral to the proper department.
- Assists the General Manager with promoting and maintaining good employee relations through uniform application of company policies.
- Monitors and replenishes supplies for common area refrigerators and coffee bar.
- Exercises independent judgment, based on knowledge of the organization, policies and personnel.
- Performs other duties as assigned.
- Continues to learn and grow in the position.
- Supports and follows our Mission Statement.

This job description is not intended to be all-inclusive and employee will also perform other reasonably related business duties as assigned by the General Manager. Park Towers reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.