

SVILA Staff Position Description

Job Title: Homeowner Association Office Administrator

Reports To: Association Manager, Sun Valley Iowa Lake Association (SVILA)

General/Purpose

Office Administrator for a medium-sized, rural homeowner association (HOA). Carries out administrative tasks to ensure the HOA office operates efficiently on both daily and monthly intervals. Tasks includes basic bookkeeping, administrative work, general information technology support tasks, and other financial and administrative activities, as assigned.

The occupant of this position should be proficient in the use of computing technologies and the Microsoft Office Suite of products (Word, Excel, PowerPoint, etc.). They should also be proficient (or willing to gain proficiency) with the use of Quickbooks Financial Software, Google Gmail, and Calendaring Tools. Familiarity (and later proficiency) with Data Security and Protection Software (antivirus, backup software, malware protection software) and any specialized software tools or platforms purchased and regularly used by the HOA is a requirement.

Consistent with the broad variety of activities managed by the HOA, the Office Administrator should be exceptionally well organized, detail-oriented, efficient in task execution, able to analyze and problem-solve unique issues, and possess strong written and verbal communication skills.

Prior knowledge and experience in business office procedures, basic human resource functions, and bookkeeping principles are highly desirable.

Essential Job Duties/Accountabilities

1. Office Management
 - a. Serve as the reception point and first-line contact for visitors and phone calls. Screen incoming calls and email, responding independently when possible.
 - b. Oversee all material needs for office activities, reorder office and building supplies, update mail and phone directories to optimize communication between association members, Directors, and staff. Manage personal and staff/Director calendars and schedule appointments as necessary.
 - c. Provide all logistical arrangements for Board of Director meetings. Support other Committee administrative needs and meetings, as requested.
2. Financial Administration
 - a. Payroll: Ensure Association employees are paid correctly and on time. This includes:
 - 1) Upon hire, ensuring each employee completes all required identity verification and tax withholding paperwork for use in payroll calculations.
 - 2) Ensure timely submission and accuracy of time sheets or timecards for all employees.

- 3) Verify the accuracy of each employee's rate of pay for time worked.
- 4) Coordinate with our accounting office to ensure payroll taxes are properly computed and submitted to appropriate agencies on time.
- b. Manage the HOA Accounts Receivable process. Responsibilities include:
 - 1) Perform correct preparation and data entry of invoices issued by SVILA.
 - 2) Ensure timely mailing of invoices.
 - 3) Receive and credit payments from members, vendors, and other third-party entities.
 - 4) Prepare collection documents and messages & file liens and legal documents, as required.
 - 5) Accurately respond to HOA member/customer questions and most other internal inquiries.
- c. Manage the HOA Accounts Payable process. Responsibilities include:
 - 1) Identify valid invoices received for potential payment.
 - 2) Match vendor invoices with payments
 - 3) Maintain accurate and timely records of payments of invoices.
 - 4) Maintain accurate files for all vendors and related payments.
 - 5) Investigate and reconcile disputes with vendors.
 - 6) Reconcile Vendor statements and charges with services provided.

3. General

- a. Demonstrate the ability to contribute effectively to a team environment.
- b. Maintain a high degree of accuracy and attention to detail in all tasks and activities.
- c. Demonstrate the ability to understand problems and issues in a broader perspective and anticipate subsequent impacts on other, organizational processes or systems.
- d. Work independently or with minimal supervision to achieve both daily and monthly outcomes.
- e. Demonstrate excellent customer service skills via strong interpersonal communications capabilities.
- f. Perform other duties, as assigned, by the SVILA Association Manager or the Board of Directors
- g. Prepare regular, bi-weekly reports for the Association manager, detailing accomplishments, additional support needs, and any resource or process shortfalls.

Required Skills and Qualifications

The Office Administrator should possess at least 2 years of administrative or similar experience or demonstration of like activities AND possess/demonstrate strong verbal and written communication capabilities. He/she must be able to interact effectively with broad cross section of people in a consistently effective manner. The ideal candidate will have a high degree of proficiency with computing technology and business software products, including QuickBooks, the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, etc.). A consistently pleasant demeanor and willingness to engage and assist members and visitors with questions and concerns is a must.

Other Work Conditions/Requirements

Applicant must pass a criminal background check, a drug test, and possess a valid driver's license.

Work Schedule

The Office Administrator is currently a non-exempt, hourly position. Because of the seasonality of SVILA operations, the standard work week will vary, depending upon the time of year.

- During off-season (Nov – Feb), the standard work week is Tuesday through Friday from 8:00am to 4:00pm. Monday hours can be scheduled/worked to compliment the standard work week, as required.
- During main season (Mar – Oct), the standard work week is Monday through Saturday and will include some regular Sunday and holiday hours. Scheduling will be varied and will attempt to ensure no more than 45 hours are worked in any one week.

Salary – Hourly, and commensurate with background and experience at hire.

Benefits

1. Paid Time Off (Vacation, Sick Leave, Other): Three weeks of paid time off each year, to begin after an initial six months of employment. Vacation time must be planned and approved by the Association Manager. Vacation requests during primary lake season will be more difficult to accommodate, given the level of office activity. Emergency situations will be addressed independently and separately.
2. Access to Lake Amenities: The occupant of the position and their immediate family (minor children) will be eligible to use all lake amenities during their employment (if not already an HOA member). Use of the lake by family members will require the employee to be present and adherence to all SVILA rules and policies.
3. Sick Leave: See PTO above.

Sun Valley Iowa Lake Association is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations.