

SUMMARY JOB DESCRIPTION

NAME:

JOB TITLE: Administrative Assistant

JOB LOCATION: Association Office
Meadow Creek
823 Old Settlers Trail, Suite 101
Hopkins, MN 55343

SUPERVISOR: Assistant Site Manager

DATE:

FUNCTION: Incumbent assists with a broad range of administrative tasks related to the management and operation of Meadow Creek Condominiums.

DUTIES AND RESPONSIBILITIES:

General Administration

- Answer telephone calls, and greet visitors to the Association Office.
- Handle typing, word processing, filing and copying.
- Keep general files in good order, and maintain all necessary records.
- Keep office supplies in good order, and handle routine purchasing of office supplies and caretaker cleaning supplies based on an established list of inventoried items and minimum inventory levels.
- Make occasional driving trips from the Association Office to deliver and/or pick up items.

Management Support

- Take inquiries over the telephone or from visitors. Provide basic information to persons making inquiries and/or refer the matter to the Assistant Site Manager.
- Record and track requests, complaints and incidents. Ensure sufficient details are obtained on each.
- Prepare disclosure packets and other information for the Assistant Site Manager on request. Collect related fees and documents.
- Deliver items to caretakers or others.
- Take Association-related maintenance requests, and track completion. Maintain key system.

- Make telephone calls and send out standard letters to collect needed information from Association members, renters and others.
- Assist the Assistant Site Manager, Site Manager, the Property Manager and the Board with administrative tasks.
- Keep the Assistant Site Manager and the Site Manager informed of issues.

Bookkeeping Support

- Prepare deposits, and enter payment records onto computer system.
- Prepare late payment letters, and assist with collections.
- Handle routine bookkeeping tasks and routine data entry.
- Prepare accounting spreadsheets on computer when requested.

Other Duties

- Perform other duties as assigned by the Assistant Site Manager in order for the Association Office to function properly and for the management and administrative tasks involving the Association and its members to be properly accomplished.

PERFORMANCE MEASURES:

Performance of the above **DUTIES AND RESPONSIBILITIES** will be measured by the following standards:

- Callers, visitors and fellow employees are dealt with in a courteous and professional manner.
- Typed or word-processed items are generally error-free.
- Files are consistently kept in good order.
- Records and documents are complete, orderly, accurate, legible, timely and professional in appearance.
- Office supplies and caretaker cleaning supplies are consistently kept in good order, and minimum inventory levels are consistently maintained.
- Driving trips are made when necessary.

- Information supplied in response to inquiries is accurate and complete, and is provided in a timely, courteous and professional manner. Opinions are not offered to callers or visitors, and resident and owner matters are not discussed with others except as necessary and appropriate.
- Matters referred to the Assistant Site Manager are referred promptly and with complete information. Commitments are not made without the prior approval of the Assistant Site Manager.

- Requests, complaints or incidents which have not been responded to or which were not handled in a timely manner are identified and followed up on.
- Fees and documents are collected when appropriate.
- Items to be delivered are delivered on a timely basis.
- Work orders are not released without the Assistant Site Manager's or the Site Manager's signature.
- Keys are maintained in good order and are kept secure.

- Needed information is collected in an efficient and timely manner.
- Effective support is provided to the Assistant Site Manager, the Site Manager, the Property Manager and the Board.
- The Assistant Site Manager and the Site Manager are kept informed of all issues.

- Deposits are prepared accurately and on a daily basis, and payment records are entered onto the computer system correctly and in a timely manner.
- Late payment letters are accurate and prepared on schedule. Copies of letters are filed in owner files and with collection records.
- Bookkeeping tasks and data entry are completed accurately, in accordance with established procedures, and in a timely manner.

- Work is performed in an efficient and timely manner.
- Due dates and deadlines are met.
- Work with others is well coordinated and cooperative.
- Problems and emergencies are dealt with calmly and reported promptly.

ASSIGNMENT AND PERFORMANCE OF WORK:

Instructions and assignments are received verbally and in writing from the Assistant Site Manager. The Administrative Assistant is expected to organize the tasks required to accomplish the above **DUTIES AND RESPONSIBILITIES** and to complete these tasks without regular, specific instructions. The Administrative Assistant is, however, expected to consult with the Site Manager on an on-going basis, and keep her informed.

The Administrative Assistant will follow established procedures. The Administrative Assistant will also conduct himself/herself with the utmost professionalism at all times so as to create the best possible image for Dunbar Strandness, Inc. and the Association.

GENERAL RESPONSIBILITIES AND DECISION-MAKING AUTHORITY:

The Administrative Assistant is responsible for making the decisions necessary to schedule,

coordinate and accomplish the above **DUTIES AND RESPONSIBILITIES** in a manner consistent with the policies and procedures of Dunbar Strandness, Inc. and the Association, with legal and contractual requirements, and with sound business, administrative and bookkeeping practices.

The Administrative Assistant does not have any independent purchasing authority. The Administrative Assistant will only be involved in the ordering of office supplies and caretaker cleaning supplies, and must have all orders approved by the Assistant Site Manager in advance.

WORK RELATIONSHIPS:

The Administrative Assistant reports to the Assistant Site Manager. The Administrative Assistant works closely with the Property Manager as well as with the staff of Community Maintenance, Inc. The Administrative Assistant has regular contact with the caretakers, members of the Association, renters at Meadow Creek Condominiums, and vendors. The Administrative Assistant has occasional contact with Board members and with government officials.