



Position Description

POSITION TITLE: Part-Time Administrative Services
DEPARTMENT: Administration
REPORTS TO: Administrative Services Manager
SUPERVISES: No One
FLSA STATUS: Non-exempt
BARGAINING UNIT: Not represented by a collective bargaining unit

Basic Function

Perform a variety of administrative and clerical work, monitor owner delinquencies, perform owner contacts regarding delinquent account balances, administration of delinquent owner assessment payment plans, administration of association delinquency policy, maintain and perform ownership changes, prepare re-sale certificates and light office duties.

Essential Duties and Responsibilities

1. Maintain owner delinquency files.
2. Report to work on time on all scheduled work days with a neat and clean appearance.
3. Contact delinquent owners via phone to try and resolve delinquency.
4. Maintain delinquent owner payment plans. Make sure all payment plans are being followed as agreed with each owner.
5. Contact delinquent owners, as outlined in the association delinquency policy.
6. Perform all ownership changes, including address changes.
7. Prepare re-sale certificates as requested.
8. Assist in all phases of preparation of owner mailings.
9. May be requested to assist in other departments as needed.

Other Duties and Responsibilities

1. Answer phones and perform general reception duties.
2. Assist with daily mail delivery including sorting and distribution.
3. Prepare and post departmental mail as well as preparation of overnight mail to the corporate office in Seattle.
4. Assist the Administrative Services Manager with other tasks as requested.
5. Assist the General Manager with other tasks as requested.
6. Other duties and tasks as assigned.

Education and Experience

High school diploma or general education degree (GED) and two years of responsible office experience or equivalent combination of education and experience necessary to perform the essential duties and responsibilities of the position.

Knowledge, Skills and Abilities

1. Ability to work with distractions such as telephone calls and other disturbances and ability to work under strict timelines.
2. Skilled in making and verifying accurate statistical data and preparing routine reports along with the ability to work under time constraints and meet deadlines.
3. Knowledge of standard office procedures.
4. Skilled in using standard office equipment such as personal computers, multi-line telephones, fax machine and calculators.
5. Proficiency in computer applications including Microsoft Word, Excel and Outlook, as well as data entry.
6. Excellent attention to detail.
7. Ability to maintain confidential information.
8. Ability to communicate effectively both verbally and in writing.
9. Skilled in sorting, reviewing, completing, distributing and/or filing routine documents.
10. Ability to report to work on time in with a neat and clean appearance.

Financial Responsibilities

Maintain accurate information on delinquent owner accounts, accounts in collection and accounts on payment plans.

External Contacts

Owners/Guests, Vendors.

Other Requirements

Need skill in making and verifying accurate statistical data and preparing routine reports along with the ability to work under time constraints and meet deadlines. Perform additional duties as required.

By my signature below, I verify I have received a copy of this job description.

Employee Name (Printed)	Employee Signature
Date	



PHYSICAL/MENTAL REQUIREMENTS

POSITION TITLE: Administrative Services

DEPARTMENT: Administration

PHYSICAL/MENTAL REQUIREMENTS (please check all that apply):

Able to push/lift 5lbs to 10lbs	<input type="checkbox"/>	FUNCTION:	C	F	O	S
Able to push/lift 11lbs to 20lbs	<input type="checkbox"/>	Talk	X			
Able to push/lift 21lbs over	<input checked="" type="checkbox"/>	Hear	X			
	<input type="checkbox"/>	Listen	X			
	<input type="checkbox"/>	Stoop			X	
Able to read, write, speak and understand English well	<input checked="" type="checkbox"/>	Crouch			X	
Able to carry out verbal and written instructions	<input checked="" type="checkbox"/>	Use hands to:				
Ability to adjust vision focus to see close and distance	<input checked="" type="checkbox"/>	Finger	X			
	<input type="checkbox"/>	Handle	X			
	<input type="checkbox"/>	Feel	X			
Works independently of supervision	<input type="checkbox"/>	Walk		X		
Requires some supervision	<input checked="" type="checkbox"/>	Sit		X		
Requires moderate supervision	<input type="checkbox"/>	Stand		X		
Constant supervision required	<input type="checkbox"/>	Reach with Arms/Hands		X		
Ability to interact with others	<input checked="" type="checkbox"/>	Perform work from a ladder				X
	<input type="checkbox"/>	Climb ladder				X
	<input type="checkbox"/>	Climb stairs			X	
	<input type="checkbox"/>	Bend			X	
	<input type="checkbox"/>	Squat			X	
	<input type="checkbox"/>	Kneel				X
	<input type="checkbox"/>	Crawl				X
	<input type="checkbox"/>	Lift/Carry			X	
	<input type="checkbox"/>	Push/Pull			X	
	<input type="checkbox"/>	Smell				X

Constantly **C**
Frequently **F**
Occasionally **O**
Seldom **S**

WORKING CONDITIONS: Duties are performed primarily in an office environment while sitting at a desk or computer terminal. Employee is subject to moderate noise from office machines.

EQUIPMENT USE (please check all that apply):

Computer	<input checked="" type="checkbox"/>	Proficiency in MS Word	<input checked="" type="checkbox"/>
Calculator/10-Key	<input checked="" type="checkbox"/>	Proficiency in MS Excel	<input checked="" type="checkbox"/>
Copier	<input checked="" type="checkbox"/>	Proficiency in MS Outlook	<input checked="" type="checkbox"/>
Fax Machine	<input checked="" type="checkbox"/>	Proficiency in MS PowerPoint	<input type="checkbox"/>
Multi-Line Telephone	<input checked="" type="checkbox"/>		