

**SPRING CREEK ASSOCIATION**  
401 Fairway Blvd  
Spring Creek, NV 89815  
775.753.6295  
775.753.9539

**Step: 1 – 10 SCA Pay scale**  
**Date Est.: March 11, 2026**  
**Last Rev.:**  
**FLSA: Non-Exempt**  
**Probation: 6 months**  
**Schedule: 40 hours per week**  
**Department: Administration**



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## Office Assistant

### **DEFINITION**

This position is a “where needed” Office Assistant role providing administrative support to the Spring Creek Association. Work is performed within the SCA Office. The Office Assistant greets and assists visitors, SCA members, and clients, and responds to incoming calls in a professional and courteous manner. Duties may include cashiering, key control, amenity registrations, mail distribution, events, sponsorship, preparing documents for admin staff and message services. This position supports a variety of office functions, including scheduling, record keeping, filing, and other general administrative tasks as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from SCA President and Executive Assistant;

### **EXAMPLES OF DUTIES**

*The following duties are typical for this position. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Greet, direct, and assist residents, visitors, vendors, and volunteers both in person and via telephone, email, and other communication channels.
- Answer and route incoming calls and emails to appropriate departments while collecting updated contact information when possible.
- Open, sort, and distribute daily mail and organize account payments for deposit preparation.
- Receive and receipt payments for HOA accounts, kiosk advertising, stall rentals, Horse Palace rentals, and other office revenues.
- Balance the daily cash drawer, manage petty cash documentation, and ensure all revenue is properly receipted and prepared for Treasurer deposits.
- Maintain organized administrative filing systems, complaint documentation, and property owner records including address changes and returned mail updates.
  - Maintain property owner email lists and communication databases such as Mailchimp.
- Assemble and maintain Property Owner Information Packets and Declarations of Reservation packets by tract.

- Monitor, order, and maintain office supply inventory and coordinate vendor services for office equipment maintenance including postage machines, copiers, and other equipment.
- Ensure reception and office areas remain organized, professional, and presentable.
- Priority Area: Event Coordination- This requires preparing, directing and leading current SCA events (4<sup>th</sup> of July, Trunk or Treat, Take a Kid Fishing, Movie Nights, Yard Sales, Clean Up Green Up, Easter, Spring Rodeo, Christmas Events, etc.) and the creation of new events as needed. Maintain the current event binders for all events to include marketing, scheduling of personnel and volunteers, leading agendized volunteer meetings, and day of participation for all SCA events. Ideally, each year there should be a goal in place to improve and increase participation in SCA events and proposal of alternate events to inspire community involvement. Update event calendars as necessary.
- Event Metrics & Reporting: Collect and analyze data on event attendance, budget adherence, and community feedback to guide future planning and funding decisions.
- Vendor and Contractor Management: Maintain relationships and contracts with vendors for events (tents, AV, caterers, etc.). Ensure compliance and quality control.
- Answer questions, give directions, and assist with requested information.
- Collection of any other income revenue must have a receipt written in the appropriate receipt book. Place payments and receipts in bag for Treasurer.
- Assist with maintaining the property owner email list, the complaint forms, and make sure each email address is added into the Mailchimp database.
- Cross-training with COA Secretary and Assessment Clerk to have a general knowledge of basic COA rules and procedures and legal processes.
- Assist the Committee of Architecture (COA) as needed with property reviews and related administrative tasks. This may include preparing and organizing application materials, maintaining accurate records and files, assisting with correspondence to property owners, tracking submissions and approvals, and supporting general administrative functions associated with the COA review process.
- Responsible for staff events and staff meetings set-up and coordination.
- Maintain staff contact and email list.
- Other duties as assigned.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

- Principles and techniques used in dealing with the public.
- Standard office procedures, methods and computer equipment.
- Fundamental principles and procedures of record keeping.
- Basic mathematical principles.
- Communicating effectively with others in writing, person an over the telephone.
- Establish, implement and achieve goals and objectives.
- Maintaining confidential information in accordance with legal standards and/or office policies.
- Making sound decisions for the improvement of the department.

**Skills:**

- Operate modern office equipment including telephone equipment, computer equipment, use of software, and social media.
- Type and enter data at a speed necessary for successful job performance.

**Ability:**

- To learn the procedures and functions of the assigned position.
- Learn to accurately tabulate record and balance assigned transactions.
- Work under supervision within a well-defined framework of standard policies and procedures.
- Operate a full range of modern office equipment including computers, word processors, typewriters, printers, copiers, calculators, fax machines and use a variety of software packages, including specialized programs for home owner associations.
- Perform general clerical accounting work including maintaining appropriate files.
- Respond to questions from the public regarding policies and procedures.
- Perform mathematical computations quickly and accurately.
- Plan and organize work to meet schedules and timelines.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Provide explanations, information, and answer questions and make recommendations for action in a manner that does not intimidate or provoke members of the public.
- Recognize work methods and procedures that promote a safe working environment for employees and others.
- Resolve conflicts and respond appropriately to complaints.

**Experience, Training Guidelines and Education:**

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying.

**Experience:**

- One year general clerical experience involving public contact and preferably including some financial record keeping.
- High School Diploma

**OTHER REQUIREMENTS:**

**Physical Demands:**

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination and vision to perform multiple duties, command and use keyboard and video display terminal, sometimes for prolonged periods. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of items weighing up to 25 pounds, such as files, stacks of paper, safety equipment and other materials. Moving from place to place within the office and other work sites; reaching for items above and below waist level, including above the head. Endurance and vision to drive for extended periods of time throughout the Association and County. Driving to amenities within the association, including walking along paths and near water.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**Working Conditions:**

For office portion of the job, generally clean office working environment, with limited exposure to dust, fumes, odors or noise, however, amenities may or will include time in all types of work environments, both inside and out, with exposure to dust, fumes, odors, heat, cold, noise and other environmental factors possible or likely. Video terminal use on a regular basis.

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Incumbent Printed Name

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Supervisor Printed Name

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Incumbent Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date Signed

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Date Signed