

LAKE LORELEI PROPERTY OWNERS ASSOCIATION

JOB DESCRIPTION (Version. 10/2025)

POSITION: Office Assistant (Part-Time)

REPORTING RELATIONSHIP:

Reports directly to the Office Manager. The Director manages all operations of the Association and may delegate directives or assignments through the Office Manager as needed.

OVERALL ROLE RESPONSIBILITIES:

Serves as the primary point of contact for members, visitors, and vendors, representing the Lake Lorelei Property Owners Association (LLPOA) in a professional, friendly, and community-oriented manner. Reinforces positive relationships between the Board of Trustees, members, employees, committees, and the broader community.

Responsibilities include managing member interactions, communications, and account transactions such as membership dues, assessments, and fees. Ensures accurate recordkeeping in both financial and member database systems in accordance with LLPOA guidelines and governing documents.

Additional duties include assisting members, committees, and staff as requested, maintaining the appearance and safety of the office environment, and upholding confidentiality and professionalism in all interactions.

Essential Responsibilities:

- Provide courteous and efficient front-desk reception for members and visitors.
- Manage member inquiries, phone calls, emails, and in-person communications.
- Maintain accurate and up-to-date member records.
- Process and record payments for membership dues, assessments, and fees.
- Support office operations, record management, and filing systems.
- Assist committees, the Board, and management with administrative support as needed.
- Ensure the office environment is neat, organized, and hazard-free.
- Maintain regular and reliable attendance during scheduled hours.
- Uphold confidentiality of member information and comply with LLPOA rules and policies.

ROLE QUALIFICATIONS:

- Strong customer service and interpersonal skills.
- Excellent verbal and written communication skills.
- Accounting background or coursework preferred.
- Experience managing financial transactions and maintaining accurate records.
- Proficient with QuickBooks, Microsoft Office, and general database systems.

- Detail-oriented, organized, and able to multitask in a fast-paced environment.
- Ability to handle confidential information with integrity.
- Team-oriented and willing to assist other staff and volunteers.
- Professional appearance and demeanor.
- Ability to remain calm and courteous in challenging situations.

POSITION DETAILS:

- At-Will Employment
- Hourly Pay
- Part-Time: Approximately 24 hours per week (9am-5pm Wednesday-Friday)
- Incentive Bonuses
- No Benefits Package Provided
- Work schedule and hours may vary based on seasonal and operational needs.