

## **Pine Mountain Lake Association Job Description**

**Job Title:** Receptionist/Front Office  
**Job Code:** 50  
**Employee Name:**  
**Department:** Administration  
**Location:** Administration Bldg.  
**Shift:** M-F 8:00a-4:30p  
**Reports To:** Front Office Supervisor/Administrative Assistant  
**Approved By:** Joe Powell, GM  
**FLSA Status:** Non-exempt  
**Prepared Date:** 05/27/2021 sa

### **SUMMARY**

Assists property owners at the front desk with various inquiries in a kind, courteous and professional manner. Receives phone calls and determines nature of business to direct to the appropriate destination. Maintains inventory and orders office supplies. Monitors copy machine and postage meter. Responsible for Lake Lodge schedule. Collects Association payments from mail and drop boxes and prepares bank deposits. Processes daily deposits via electronic capture and transmittal software.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Answers phone calls and transfer to appropriate destination or take detailed message.
- Operates Avaya telephone console to receive incoming messages.
- Must have strong computer skills and be familiar with Microsoft Office Suite, office equipment such as scanners, copy and laminating machines.
- Collects Association payments from mailboxes and drop boxes and prepares bank deposits.
- Distributes incoming mail to proper person or amenity.
- Takes future appointments for conference rooms and answers inquiries.
- Prepare, print and distribute monthly mailing list to USPS and amenities
- Prepare and sign for UPS/Fed Ex deliveries and shipments
- Post Flyers and information to administration bulletin boards
- Prepare credit applications for member charge accounts
- Keeps inventory and purchases office and janitorial supplies, organizes storage, and distributes supplies to amenities. Maintains first aid kit.
- Distributes HOA documents in CD, flash drives and/or binders form for realtors to supply to new buyers.
- Maintains employee, and organized group lists
- Maintains schedule for Lake Lodge, handles all aspects of booking such as distribute/collect keys and submit work orders for events.
- Maintains postage meter, refill monies account when needed, clean, refill with ink, water and troubleshoots.
- Monitors copier, fax and mail meter supplies, maintenance and repair needs.
- Maintains records and prints gate cards for property owners, renters, contractors, vendors, realtors as approved.
- Confirms receipt of rental deposits.
- Keeps the office and conference rooms tidy and clean.
- Assists Admin Assistant with typing and other requested projects.
- Assists other office staff as necessary.
- Regular, punctual attendance is required.
- Other duties may be assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to complete each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine correspondence. Ability to do multi-tasks with frequent interruption. Ability to speak effectively before groups of customers or employees of organization.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts and apply general bookkeeping skills.

### **REASONING ABILITY**

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **OTHER SKILLS AND ABILITIES**

Ability to work with specific computer software. Above average organizational skills. Ability to maintain professional relationship with property owners, renters, realtors, non-members, co-workers and the public.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to touch, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds for office supply deliveries, unless otherwise stipulated. Specific vision abilities required by this job include peripheral vision for office traffic awareness and the ability to adjust focus for map reading.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee shall work well under pressure; meet multiple and sometimes competing deadlines. Employee shall at all times demonstrate cooperative behavior with colleagues and supervisors.