



Position Description

Position Title:	Administrative Assistant	Job Number: N9054 – Administrator, On-Site Property
Reports To:	Community Association Manager	
Department:	OPS - Property	
FLSA Status:	Non-Exempt	Last Updated: 6/21/2024

Company Information

FirstService Residential is simplifying property management. Its hospitality-minded teams serve 9,000 residential communities across the United States and Canada. The organization partners with boards, owners, and developers to enhance the value of every property and the life of every resident.

Our dedication to associate satisfaction and growth is recognized by our Great Place to Work certification, exemplifying our commitment to fostering a positive and inclusive workplace culture. Our 19,000 associates can count on competitive salaries, top-tier medical, dental, and retirement benefits, career training, and support for continued professional development.

Experience being part of a high-performing team with a fulfilling career in property management with FirstService Residential.

Job Responsibilities

Essential Duties: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

- Coordinates collection and preparation of operating reports, such as time-and-attendance records, terminations and new hires.
- Ensures that the telephone is answered properly and messages are handled courteously, accurately and in a timely manner.
- Initiates preparation of Management Reports, committee reports, meeting notices as applicable and submit for Manager's review and approval.
- Maintains, updates and coordinates resident information in computer database at a minimum monthly. Generates and provides this information to the Property Manager, Board of Directors and valet desk.
- Maintains roster of mailroom boxes.
- Keeps track of insurance certificate requests. Maintains insurance records books for both vendors and unit owners.
- Maintains supply closet. Requests all office supplies and equipment, following established purchasing procedures.
- Opens and distributes mail, prepares accounts payable invoices with work orders and receiving tickets. Stamps and code invoices for P.M. to code and approve.
- Prepares move-in packages for re-sale and leases. Creates files, compiles and coordinates all necessary information and documentation for new owners/leases.
- Sets up meetings for Board Approval process.
- Keeps packages updated with new memos and policies as required.
- Prepares any resident information packages that require Board approval, (i.e., Architectural Modification).



- Coordinates receipt of closing statement or warranty deed to put in the file and send to corporate A/R to change name and address for maintenance coupons.
- As applicable, disburses laundry tokens, keep log of sales. Prepares deposit of receipts weekly. Order tokens and prepare packets. Keeps track of token inventory for re-ordering.
- Maintains inventory of common areas keys, transmitters and key fobs for residents and re-order as needed following established procedures. Maintains log for sales and cash purchases as needed.
- Follows safety procedures and maintains a safe work environment.
- Other duties as required.

Additional Duties:

- *Practice and adhere to FirstService Residential Global Service Standards.*
- *Conduct business at all times with the highest standards of personal, professional and ethical conduct.*
- *Perform or assist with any operations as required to maintain workflow and to meet schedules. Notify supervision of unusual equipment or operating problems and the need for additional material and supplies.*
- *May participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements, policies, and regulatory guidelines.*
- *Ensure all safety precautions are followed while performing the work.*
- *Follow all policies and Standard Operating Procedures as instructed by Management.*
- *Perform any range of special projects, tasks and other related duties as assigned.*

Supervisory Responsibilities

None.

Education & Experience

- Associates degree with concentration in business preferred, or equivalent combination of education and experience.

Knowledge, Skills & Proficiencies

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

- Must possess strong administrative background.
- Three (3) to Five (5) plus years of related work experience.
- Strong working knowledge of customer service principles and practices.
- Excellent interpersonal, office management and communications skills.
- Self-starter with excellent communication, interpersonal and customer service and telephone skills.
- Computer Literacy: Intermediate proficiency in Microsoft Windows software.
- Ability to prioritize work with minimum supervision.

Tools & Equipment Used

Computer, fax machine, copy machine

Physical Requirements & Working Environment

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

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- Physical demands include ability to lift up to 50 lbs.
- Standing, sitting, walking and occasional climbing.
- Required to work at a personal computer for extended periods of time.
- Talking on the phone for extended periods of time.
- Ability to detect auditory and/or visual emergency alarms.
- Ability to work extended/flexible hours, weekend, and attend Board meetings as required.
- Driving when necessary.

Travel

None.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties and responsibilities to this job at any time.

I acknowledge that I have read this document and that it was discussed with me today. I understand the contents and acknowledge that I received a copy.

ASSOCIATE:

Print name

Signature

Date

MANAGER:

Print name

Signature

Date