



The Spring Creek Association

Receptionist

Position Title: Receptionist

Classification: Hourly

Grade:

Department: Admin

Schedule: Hourly – 40 hours a week

Reports To: SCA Treasurer

Branch: Admin

DEFINITION

Under immediate supervision or general supervision of the Corporate Treasurer to perform a variety of tasks by assisting all departments including but not limited to the President, Corporate Secretary, AR Clerk, COA, Roads, Treasurer. This position is the first response to both the phone and walk in traffic. You must be able to cover all other positions when they are vacant for any reason.

SUPERVISION EXERCISED

No supervision exercised.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

1. Deposit, enter all payments on account, and print pre-deposit report. Balance payment coupons and checks to the report. Verify balance (2 tapes are run) and run each check through electronic bank machine. Assign a batch number and write out the receipt. Record the amount, date, batch number on monthly deposit record. File the checks in the appropriate file and give coupons to AR Clerk.
2. Greet, direct and assist walk in traffic. Receive and receipt payments on HOA accounts, Kiosk, Stall Rental, Horse Palace Rental, and any assorted monies received in the office.
3. Answer and direct all incoming calls to appropriate departments if applicable. Answer or direct all e-mails to appropriate departments if applicable. Obtain a current phone number and email address for every call and walk-in if possible.
4. Opening and distribution of daily mail sorting all payments on account to prepare for deposit.
5. Answer questions, give directions, and assist with requested information as much as possible.

6. Issue property owner and renter cards, campground keys, amenity passes, SCA information, maps, directions, property information, etc. upon request.
Property owner cards: Fill out card accordingly; check balance on account making sure the assessments are current, copy card for file. Dependent cards are issued to legal dependents between the ages of 8 and 18, must have their names. If over the age of 18 we must have proof of dependency to issue a card.
Camp Ground Keys: Check property owner status, check assessment balance, and give key, receipt, map and copy of rules. There is a \$10.00 charge for each key issued.
Amenity passes: Verify information regarding who is getting the pass, charge the appropriate amount and have person sign Release and Covenant Not to Sue form. No Amenity pass is to be given out without this signed form.
7. Monitoring and ordering of office supplies as needed by staff. Comparison shop for best pricing if time permits (catalogs) and stock supply cabinet when supplies arrive.
8. Responsible for the assembly of and maintaining a supply of the new Property Owner Information Packets.
9. Responsible for the assembly of and maintaining a supply of Declarations of Reservation by tract number.
10. Maintain postage machine, check on a regular basis to order in a timely matter. Submit a check request to Accounts Payable for postage. In about two to three weeks check postage machine to see if payment has been received. Follow directions on machine to fill postage. Maintain any requirements of the machine.
11. Maintain copy machine, submitting required information to Xerox via e-mail.
12. Maintain filing for general account files.
13. Balance cash drawer maintaining \$200.00, report to Treasurer if it is off. If any person uses petty cash to purchase something for SCA fill out petty cash form and attach receipt. At the end of each month total that months petty cash receipts and give them to the Treasurer to have a check cashed to replace the money in the petty cash box.
14. Process for address changes from calls, letters or information on returned mail. Pull file, print address page attach request and date page.
Responsible for returned mail research and re-processing.
15. Collection of any other income revenue must have a receipt written in the appropriate receipt book. Place payments and receipts in bag for Treasurer.
16. Maintain the Horse Palace pass list. Make sure new ones are added and old ones are removed off the list. Once a month print out 3 copies and put in security's box.
17. Maintain the property owner email list, the complaint forms, and make sure each email address is added into the Mailchimp database.

18. Cross-training with COA Secretary and Assessment Clerk to have a general knowledge of basic COA rules and procedures and legal processes.
19. Responsible for event and staff meeting setup and coordination.
20. Maintain staff contact and email list.
21. Other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Standard office procedures, methods and computer equipment. Fundamental principles and procedures of record keeping. Basic mathematical principles. Principles and techniques used in dealing with the public.

Skills:

Operate modern office equipment including computer equipment. 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. 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.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience:

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

Training:

High School Diploma

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment and able to lift a minimum of 25 pounds with two hands to a minimum of 60 inches.

Incumbent Printed Name

Supervisor Printed Name

Incumbent Signature

Supervisor Signature

Date Signed

Date Signed