



## Lake Sherwood Property Owners' Association Administrator

Job Title: Lake Sherwood Property Owners' Association (LSPOA) Administrator

Supervisor: LSPOA Membership Committee/President

### General Job Description:

As the Lake Sherwood Property Owners' Association Administrator, you are responsible for the smooth and efficient operation of the LSPOA office and associated duties, encompassing a wide range of tasks. You will provide administrative support for the business and activities of the Lake Sherwood Property Owners Association, and provide customer service for the property owners of Lake Sherwood.

The LSPOA Administrator serves as a central point of contact for both internal and external communication, ensuring the Association and the business operate effectively. Therefore, the ability to create and support a professional, respectful work environment is necessary.

This is a part-time position. This position reports to the LSPOA Membership Committee/President and requires interaction with the Lake Sherwood Property Owners Association Board of Directors and the Lake Sherwood Lodge management team.

### Qualifications for the Job

Skills and abilities required of the Lake Sherwood Property Owners Association Administrator include:

- Strong organizational and time management skills
- Excellent communication and interpersonal skills, written and verbal
- Proficient with Microsoft Office (Word, Excel, etc.), QuickBooks, and other web-based software
- Comfortable with using various social media platforms (Facebook, Instagram, etc.)
- Familiarity with Clover, Venmo, and other web-based payment systems
- Maintain confidentiality regarding LSPOA and Lake Sherwood Lodge management and business subjects
- Passion for customer service
- Ability to work independently and complete assigned tasks without supervision
- Basic record-keeping skills
- Attentiveness to detail and complete tasks without error
- Willingness and ability to learn new software
- Ability to be courteous, respectful, and confidential

### Major Duties & Responsibilities:

The LSPOA Administrator is available to assist and support the Lake Sherwood Property Owners Board of Directors and Lake Sherwood Property Owners, especially its members. As the LSPOA relies on membership to support the Association and its operations, it is important to provide high-quality service to property owners as well as the community at large. The primary duties and responsibilities of the Lake Sherwood Property Owners Association Administrator include, but are not limited to:



## LSPOA Board of Directors, Member Support and Community Services

- Respond to LSPOA Member requests in an accurate, thorough, and timely manner, including confirmation that requests have been completed.
- Provide in-person office support on established days.
- Maintain a supply of documents for the operation of the office and related to member relations. Collaborate with the Membership Committee to manage the LSPOA Yearly Dues process. Maintain the LSPOA Property Owner and Member Lot Database.
- Coordinate distribution of new property owner information.
- Assist the LSPOA Board of Directors as needed, responding to requests in an accurate, thorough, and timely manner.
- Assist LSPOA Committees as needed, responding to requests in an accurate, thorough, and timely manner.
- Process and track member dues payments and any donations and contributions properly and accurately.
- Serve as the LSPOA community liaison at events and meetings, as needed.
- Identify and communicate opportunities for LSPOA outreach and involvement in the local community.

## LSPOA Office Operations

- Maintain office supplies by tracking inventory and ordering supplies as needed.
- Maintain office equipment by regularly inspecting it, performing basic troubleshooting, coordinating repairs, and ensuring adequate supplies are available
- Provide administrative assistance to LSPOA Board Members and in support of Lodge Operations.
- Attend LSPOA Board of Directors' meetings and General Membership meetings. Attend other Special Membership meetings as required.
- Manage the LSPOA Board of Directors' Google Drive for past meeting agendas and minutes, business process documents, LSPOA committee information, and other data as needed and appropriate.

## LSPOA Communications, Social Media and Newsletter

- Coordinate communication of LSPOA business and activity as requested.
- Assist with social media presence of the LSPOA, events, and other appropriate information on the website and other social media outlets.
- Collaborate with the Membership Committee to facilitate the creation and distribution of the Lake Sherwood Property Owners newsletter.
- Solicit articles for the newsletter by obtaining information from contributors.
- Post newsletter to the Lake Sherwood website
- Perform the following tasks as related to newsletter and/or website advertisements:
  - Coordinate with the Business Committee to obtain advertisers for the newsletter and/or website.
  - Ensure advertisers are invoiced for their advertisements.
  - Maintain comprehensive and up-to-date records of advertiser accounts, payments, and billing activity.
  - Deposit advertisement revenue into the appropriate bank account.

## Miscellaneous

- Perform other duties as assigned.

*The Lake Sherwood Property Owners' Association is an Equal Opportunity Employer. We are committed to providing an inclusive and welcoming environment for all employees, customers, and others who engage with our organization. Discrimination based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by applicable law is not permitted. A diverse team enhances the ability to achieve our mission and serve our community effectively. Applicants from all backgrounds and experiences are encouraged to apply.*