

# SUDDEN VALLEY COMMUNITY ASSOCIATION

## Job Description Form

**Department:** Administration

**Location:**

**Job title:** Front Desk Clerk

**Reports to:** Front Office Supervisor

**Salary Range**  
\$8.07/hr to \$10.00/hr

**Type of position:**

Full Time

**Hours:** 40 hrs/wk

Non-exempt

### Job Description and Responsibilities

- Acts as Primary Receptionist for SVCA
- Assists customers on the telephone and the Front Window by giving out information or conducting a variety of transactions for them.
- Maintains member files
- Issues mailboxes to new residents
- Maintains current post office box list
- Maintains current user fee list
- Distributes daily mail, processes outgoing mail
- Makes For Sale signs
- Opening and closing procedures
- Completes transactions with register and credit card machine
- Assists with Annual General Meeting tasks
- Dispatches Security using required radio procedures, including 911 plektron calls for dispatching of emergency situations.
- Coordinates proper servicing and maintenance of all office machine
- Maintains effective working relationships with staff members, board members, residents and the general public.
- Performs other duties as Supervisor or General Manager may assign.

### Work experience/requirements:

- Minimum 1 year customer service experience, including ability to handle cash register transactions and till reconciliation.
- Minimum 1 year office/clerical experience, including ability to handle a multi-line telephone.
- Minimum 1 year computer experience with Word, Excel, and Power Point
- Ability to operate various office equipment including copy machines, fax machines and postage machines.
- Ability to handle a fast paced work environment in a professional and courteous manner.
- Must be a self-motivated and organized individual who has the ability to learn new tasks quickly.