



Property Owners Association

JOB OPENING ANNOUNCEMENT

Seasonal Member Services

Posted April 24, 2017

The Canyon Lake Property Owners Association (CLPOA) is currently accepting applications for a part time seasonal position in the Member Services Department.

Position Type: Seasonal Part Time – Saturdays required
Pay Rate: \$12.83 per hour
Closing Date: until filled

PURPOSE:

Staffs the POA reception area and processes all actions involving member access and member services either in person or on the phone.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Quick learner (4 week intensive training program)
- Comfortable with navigating / working on a computer
- Heavy data entry
- Close attention to detail
- Critical thinking and problem solving skills
- Communicates effectively & appropriately via phone and/or email
- Direct, process, and respond to all owner and resident requests for association services in accordance with the Association's governing documents
- Answers and directs incoming calls to the appropriate staff member and department, taking messages whenever applicable
- Answers, verifies, and processes resident requests for guest entry via the phone and computer
- Issues membership ID cards, car decals, and other identification/access materials as permitted by the Association's governing documents. Processes lost or replacement identification cards/car decals.
- Processes applications for boat and golf cart street use registration using judgment regarding the rules set forth in the Association's governing documents
- Collects related fees and updates information in the computer
- Accepts assessment payments and payment of fines, sells tickets for community functions, gift cards, and merchandise for clubs. Collects related fees and issues receipts
- Issues permits for contractors, service trades and garage sales. Collects related fees and records information in the computer
- Responsible for opening and closing procedures
- Maintains on-site administrative files
- Coordinates mailings via postage meter
- Coordinates delivery of interoffice mail

- Issues nanny pool passes and fishing licenses
- Assists other departments in clerical functions and projects as assigned by management
- Performs other projects and duties as assigned

REQUIREMENTS:

- Flexible schedule (Monday – Saturday)
- Proficient with Microsoft Excel, Word and Outlook
- Excellent oral and written communication skills
- Excellent organizational and analytical skills
- Type 40 WPM
- Experience as an administrative assistant
- Ability to prioritize and multi-task
- Ability to handle confidential information in a discreet, professional manner
- Front office appearance and demeanor
- Customer service attitude and experience
- Graduation from high school or possession of a GED certificate
- Must successfully pass a background check and substance abuse screening

Please send resumes to the Human Resources Department. Resumes can also be emailed to lrogers@canyonlakepoa.com or fax to (951)566-9205. For more information, contact the Human Resources Department at (951)244-6841, ext. 218.