

Position Description

Office Manager

(Approved 2/13/2024)

The Office Manager, an independent contractor, reports to the Personnel Committee (President and Vice President) under the supervision of The Springs Board of Directors. The Office Manager shall discharge his/her duties in keeping with the Mission, Vision and Values of The Springs. The Office Manager shall be in charge of all general office duties for The Springs Homeowners' Association. These include, but are not limited to:

General Office

- Mail/Messages/Email – US Postal mailbox, HOA mailbox, phone/fax messages.
- Maintain organization of office, files, and storage
- Support the Secretary in responding to any Freedom of Information requests.
- Order office supplies.
- Maintain systematic backup of computer files.
- Keep expenses within office budget.
- Secure Certificates of Insurance from vendors
- Create and provide updates to Policy Manual (HOA Handbook)
- Provide assistance and project support to Board members as approved by the Board of Directors

Database Maintenance

- Maintain Access database and print out reports.
- Add or modify homeowner information in QuickBooks.
- Update HOA Directory and publish to website.
- Prepare HOA annual invoices and other invoices/statements as required.

Website

- Maintain website to ensure information is up to date.
- Screen and post flyers, pictures, and community notices.

Board of Directors and Committees

- Facilitate communications among the Board, Committees, and the homeowners.
- Supply new Board members with appropriate information following the annual election of officers.
- Inform Nomination Committee of time requirements for mailings; assist as needed with letters, forms, and mailings.
- Assist Board Secretary with minutes as needed.
- Bookkeeping functions as assigned by the Treasurer.
- Maintain ARC forms and "Paint/Stain Supplier" list and assist with current mailing address for homeowners.
- Maintain Grounds Committee forms and assist as needed.
- Prepare Social calendar, flyers, emails, and assist as needed.

HOA – Meetings

- Schedule monthly dates/times, annual meeting date/time, and special events with GVR; arrange with GVR staff for room layout.
- Inform the Board of the Annual Meeting requirements and prepare handout packets.
- Prepare and mail yearly packet of HOA invoice and any annual meeting information to homeowners.
- Attend monthly Board of Directors' meetings and the Annual Membership meeting.

Resale – Disclosures and Demands

- Disclosure – Meet the requirements of the State of Arizona for prospective buyers.
- Demands – Meet the requirements of title companies for prospective buyers.
- Processing Demands – Prepare and email or mail resale demands to title companies.
- Disclosure Packets – Maintain and mail Disclosure Packets for prospective buyers.
- Welcome Packets – Maintain and provide packets to the Welcome Committee of new homeowners.