



Our objective is to be transparent and clear about the work duties and expectations for Association employees. With that in mind, please consider the following as you review the Office Manager position description. We hope you will consider applying.

1. Working within the Association requires a high degree of skill in, and comfort with, a.) customer service, b.) problem solving, and c.) conflict resolution.
2. The Association is a non-profit service organization, and as such many of our duties are highly administrative. While you will have some degree of creativity with, and input towards, the work you do, there is a lot of repetitive, reporting and recording administration that comes with every job within the Association.
3. While there are times where you can easily focus on the projects and tasks of your job, there will be days filled with interruptions, distractions and changing priorities. If you would find such an environment unnerving, this is not the office for you!
4. We are looking for an Office Manager who would like to work between 25 and 32 hours per week. The hours per week will be set upon hiring, but they may fluctuate on occasion depending on office need. Our office is open from 8:30am – 5:30pm and all staff takes turns each week covering approximately one opening and two closing “shifts”. While we can sometimes meet special schedule requirements, that should not be an expectation. It is expected that all staff will occasionally (1x/month) open the office on Monday and close on a Friday! We always seek to ensure everyone has a fair and reasonable schedule.
5. The Office Manager will likely share a large, back office with a senior staff member. This is partly because our small, unique office space does not allow for every staff member to have a private office, and partly because as the Office Manager, a key part of your job is answering phone calls and working on escrow demands. Sitting in the back allows for a bit of quiet, as well as senior staff support, as you navigate phone calls and escrow processing. The conference room is available during those times you need an uninterrupted period to concentrate on a project.

It should be noted that all staff answers phones and greets/helps customers who stop by the office. However, the front-line on phones is the Office Manager, while the primary/first contact for walk-ins is the Communication Manager.

6. The Office Manager position requires a high degree of organization and flexibility. You support everyone in the office at various times, but also have your own areas of responsibility. It is a juggling act and will be best embraced by someone who can work with a variety of personalities and who thrives on helping others be successful in the work they do!

We are a small office and personality, adaptability, and the ability to work in a small team environment are as important as the hard skills you would bring to the position. While everyone has their job priorities, we back each other up. Flexibility, positivity and a desire to support your team members and the Snoqualmie Ridge Community are necessary!



Office Manager Position Plan

Part-Time, Hourly (25 - 32 hours/week)

Salary Range ~ \$17.50 - \$26.00/hour

(starting salary will be based on experience and skill set)

Medical, Vision, Dental Benefits - 401K Program with Company Matching - Generous Time-Off Policy

Primary Responsibilities 85%:

1. Administrative/Clerical Duties (*administrative/customer service*) - 25% (7 hours/week avg.):

- Offering timely and relevant community information
- Encouraging compliance with the governing documents

- Answer phones
- Greet guests
- Maintain Board binders
- Maintain governing document binders, and Association files
- Order supplies for the office
- Ensure conference room is ready for meetings
- Mail services (daily mail and UPS/Fed Ex)
- Assist with address database clean up
- Process all returned mail
- Support movie ticket sales
- File modification, compliance and other correspondence
 - Oversee filing system
- Manage office vehicle maintenance and repairs

2. Office Support (*administrative/team work*) - 25% (7 hours/week avg.):

- Offering timely and relevant community information
- Encouraging compliance with the governing documents

- Support the Community Manager
 - Assist with the modification application intake process
 - Modification application follow up communication with owners
 - Database management
- Support the Director
 - Take on special projects when assigned
 - Work with Director on resident/community correspondence on occasion
 - Put together Board binders and Special Meeting binders
- Support the Accounting Manager
 - Post incoming payments
 - Verify homeowner account on incoming payments
 - Bank deposits
 - Download payments to Caliber
- Provide coverage for opening/closing the office

3. Escrow Processing (*administrative*) - 20% (6 hours/week avg.):

- Offering timely and relevant community information
- Encouraging compliance with the governing document
- Prudent management of association funds

- Process incoming escrow demand requests- (Community Manager back up)
- Track and input new homeowner changes into database
- Respond to requests from Escrow agents, Loan Officers, and Relocation specialists

4. Community Compliance (*customer service/administrative*) - 10% (2-3 hours/week avg.):

- Offering timely and relevant community information
- Encouraging compliance with the governing documents
- Active stewardship of the external environment

- Schedule regular/routine drives within neighborhoods you are responsible for, (under direction of Community Manager), to ensure Community Standards are being adhered to
 - Send notice to owners/residents who are out of compliance
 - Educate owners as appropriate
 - Work to set up time-table for repair/maintenance

5. Community P-Patch - 5% (*seasonal* – 1-2 hours/week avg. during growing season):

- Creating opportunities for social interaction
- Providing forums for owner participation and leadership
- Active stewardship of the external environment

- Organize and manage P-Patch three-year rotation program for residents
 - Process renewals and new gardener agreements
 - Coordinate and schedule routine maintenance and special projects with P-Patch committee; may include: fencing, irrigation, garden plot construction, gravel and compost deliveries, orientation meeting, work parties, garden talks and socials

Secondary Responsibilities 15% (3-5 hours/week average):

1. Support Outreach Manager with Community Events (*customer service/administrative*):

- Offering timely and relevant community information
- Providing a forum for owner participation and interaction

- Occasional evening and weekend work
- Provide assistance with set up/tear down, welcome table, etc.

2. Communication Support (*administrative*):

- Offering timely and relevant community information.
- Providing a forum for owner participation and leadership.

- Front desk support when the Communication Manager is away from the office
 - Monitor and respond to requests in Info Box
 - Greet guests
 - Provide assistance with movie ticket sales
- Proof read and offer edit suggestions on communication pieces (newsletter, various community mailings, Eblast)

3. Event RSVP/Election Duties (*administrative*):

- Encouraging compliance with the governing documents.
- Providing forums for owner participation and leadership.
 - Compile incoming ballots via mail, in-office drop off, and via email for annual election
 - Support Outreach Manager with event RSVP tracking