



## **JOB DESCRIPTION: Administrative Specialist**

### **BASIC FUNCTION**

Perform a variety of clerical duties in support of the Association. Ensure clerical duties are performed while adhering to association policies and procedures and within established deadlines; responsible for preparing, providing, and maintaining timely and accurate reports as needed, identifying issues; assisting with processes, including the evaluation of related association procedures to ensure efficient and quality service to customers while supporting the goals of the organization; review information of new or existing processes and services; assist in coordinating the activities associated with the daily operations of the Association.

### **MAJOR JOB ACCOUNTABILITIES**

General Clerical - Perform a variety of clerical duties in support of the Staff, Board of Directors and Association Members; ensure clerical duties are performed while adhering to department policies and procedures and within established deadlines which may include faxing, phone coverage, minute taking and compilation, copying, mail processing, sorting and delivering of documents, routing correspondence, memorandums, envelopes, labels, etc.; proofread all typed material to assure 100% accuracy before distribution for signature; ensure appropriate supply levels are maintained, complete and submit order requisition for supplies, receive deliveries of supplies and verify against actual order, handling any discrepancies; may coordinate the set up of new employees in conjunction with the set guidelines.

Association Procedural Evaluation – Assist in reviewing new or existing processes and services within the Association in order to determine business impact and changes which need to be made; assist with determining what procedures need to be in place to ensure the Association is providing quality service; verify that changes or additions are incorporated into Association procedures, communicating updates to Association staff, the Board of Directors and Association members; assist with review of new and existing Association processes to ensure efficient and quality service and smooth workflow

Report Generation – Generate daily reports for staff, Board Directors and/or Association members by specified deadline; review reports and information to identify trends and issues, providing comments and explanations of results; escalate questionable situations to Community Manager for impact determination; maintain the reporting data, researching and compiling information as requested, resolving any discrepancies with data

Project Assistance - Assist in coordinating the activities associated with the Association including, but not limited to Board Workshops, Recreation events, accounting projects and general member needs; assist with research in a timely and accurate manner; upon completion of the project, assist in documenting activities ensuring adherence to department procedures; may be required to track and update project calendars

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Customer Service - Place a high priority on customer satisfaction by responding to special requests in a timely manner, ensuring the needs of every assigned customer are exceeded; escalate to management problems outside employee's control which potentially could adversely impact the service provided

Team Interfaces - Establish a good working relationship with team members and Association contacts in order to maintain and continuously strive to improve the level of overall service being provided; assist with performing quality review of services provided and Association interactions by escalating work flow and communication issues to supervisor to help identify trends indicating the need to revise existing methods and procedures; ensure quality of all written communication by reviewing issues and content prior to distribution

Related Duties as Assigned – The job description documents the general nature and level of work but is not intended to be a comprehensive list of all activities, duties, and responsibilities required of job incumbents. Consequently, job incumbents may be asked to perform other duties as required.

**REPORTING RELATIONSHIPS**

**Supervisor**

Community Manager

**KNOWLEDGE, SKILLS, AND ABILITIES**

Incumbents will be expected to master the following knowledge, skills, and abilities to successfully perform this job.

**Knowledge**

Principles and practices of customer service  
Report preparation methods  
Departmental operating policies and procedures  
Modern office procedures, methods, and computer equipment

**Skills and Abilities**

Maintain appropriate records and compile information for reports  
Good written and verbal communication skills  
Good time management and organizational skills  
Manage multiple, concurrent tasks  
Establish and maintain cooperative working relationships  
Good attention to detail  
Work independently in the absence of immediate supervision

**MINIMUM QUALIFICATIONS**

Applicants for this job will be expected to meet the following minimum qualifications.

**Education**

High school diploma or GED required.

**Experience**

One year clerical experience or customer service required. One year operations experience preferred.