



OFFICE COORDINATOR

SUMMARY:

The Office Coordinator professionally greets and assists residents of the Rancho Santa Fe Association (RSFA), a California Homeowners Association, in person and over the phone, and provides support for management, co-workers and various visitors and entities of Rancho Santa Fe (Association, Golf, Tennis, and Osuna Ranch). As the Association's first point of contact in many instances, this position requires the highest level of professionalism, a friendly, upbeat attitude, and the ability to uphold the Association's professional standards and a courteous, service-oriented demeanor. This position will be part of a historical and passionate community that is exclusive to all residents.

ESSENTIAL DUTIES:

- Greeting members, guests, and vendors immediately upon arrival, understanding each request and notifying the appropriate personnel of their arrival, accommodating all inquiries accordingly;
- Answering and transferring incoming telephone calls on a multi-line telephone system, collecting detailed information from caller and routing calls to appropriate receiver;
- Understanding each of the Association department responsibilities to best assist members and co-workers;
- Computer duties include but are not limited to: email communication, preparation of various documents, scanning files and digital/physical filing;
- Ability to maintain confidential documents, files, and other information is a must;
- Updating bulletin boards with current notices, upcoming meetings, homeowner regulations and requirements;
- Assisting with scheduling internal office meetings, maintaining conference room and other meeting space schedule;
- Assembling escrow packets for distribution;
- Preparing conference room with audio visual technology (teleconferencing, video conferencing, laptop display) for various internal meetings;
- Tracking and organizing inventory, and ordering office supplies on a regular basis;
- Ordering food/refreshments for office lunches, meetings, and special occasions;
- Assisting and processing of HOA matters as assigned;
- Maintaining visual appearance, cleanliness and organization of the reception area, lobby, conference room, kitchen break room, and supply room;
- Upkeep of general office health and safety compliance.

REQUIRED EDUCATION AND/OR EXPERIENCE:

- Proven work experience in a professional office environment;
- Strong attention to detail, quality, service and listening skills;
- Enjoys working with people in a welcoming and professional manner;
- Supportive nature and ability to remain calm in difficult situations;
- Ability to follow, memorize and recite directions, policies and procedures;
- Excellent verbal, written and telephone communication skills;
- Highly motivated, helpful and ability to multitask;
- Ability to sit in front of a computer for many hours a day;
- Technical skills are required in Microsoft Office Word, Excel, Outlook, Outlook Calendar, use of multi-line phone systems and ability to learn new software quickly. *Detailed training on specific software and phone system used by the Association will be provided;*
- Past experience working in a homeowners association is helpful but not required.

POSITION TYPE/EXPECTED WORK HOURS:

This is a full-time position. Dependability and punctuality are mandatory. The ideal candidate must be able to work 8:00am-5:00pm, in person, Monday through Friday. There may also be some extended work hours on an as-needed basis. Currently, RFSA offers a 9/80 option as well. ***This position is not for candidates looking for remote work.***

HOURLY RATE:

\$22 - \$24

REASONING ABILITY:

Ability to solve practical problems and deal with a number of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, you may be required to sit for long periods of time, use your hands, lift, pull, lift overhead, climb stairs, balance, walk, stoop, crouch or crawl, kneel, talk, and hear; and/or taste and smell. Employee must be able to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The

employee is occasionally exposed to airborne particles (dust and dirt). The noise level in the work environment is usually moderate.

All offers are contingent upon a successful background check as well as a drug screening. (We follow Federal guidelines related to drug screening results), prior to appointment of position.

Rancho Santa Fe Association is an Equal Employment Opportunity (EEO) employer. We consider all qualified candidates regardless of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status, pregnancy, disability or any other protected class under federal, state or local law.