

**Lake Thunderbird Association**  
**Job Description**  
**Office assistant – Full Time**

At Lake Thunderbird Association (“LTA”), the office assistant provides vital support to members, employees and the Board of Directors. We are currently seeking a qualified individual for this full-time role. The ideal candidate will be a problem-solver who has excellent communication skills and attention to detail. This person should have experience working in an office environment, performing administrative tasks, and providing support to LTA members, staff, as well as Board members. The ability to multitask and meet changing deadlines is essential for this position.

**Objectives of this role**

- Providing information, answering questions, and responding to requests;
- Ensure optimal office operations including, the use of equipment, supplies, and inventories; and,
- Maintaining workflow by following standard operating procedures such as scheduling and communications.

**Responsibilities**

- Assist with the operations of the LTA office, serving as the first point of contact for members, guests, employees and vendors;
- Perform general administrative tasks, including answering and directing phone calls in a professional and courteous manner; handling emails, faxes, files, mailings, processing member assessment payments, deliveries, and coordinate meeting-room calendars;
- Maintaining a clean and organized work environment, including kitchen areas, conference rooms, stockrooms, storage closets, and communal areas;
- Maintain filing system, membership databases, membership lists, and inventories; and,
- Provide ad hoc support to lake manager and office staff, including but not limited to other departments.

**Required skills and qualifications**

- High school diploma or equivalent;
- At least three years office experience;
- Ability to work weekends;

- Ability to maintain a professional demeanor in challenging situations;
- Excellent written and verbal communication skills;
- Member services oriented;
- Ability to maintain confidentiality of association information;
- Team player, ability to work with others;
- Strong time-management and multitasking abilities;
- Proficiency with office applications, and aptitude for learning new software and systems; and,
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### **Preferred skills and qualifications**

- Knowledge of Quickbooks and Microsoft Office products a plus; and,
- Ability to lift at least 50 pounds, bend, stretch, sit and stand for extended periods of time.