



## **Position Description**

**Title:** Resident Services Advisor (RSA)  
Community Standards - Operations Focus - (C)  
Lifestyles Focus - (L)

**Department:** Administration

**Reports To:** Community Standards and Administration Manager

**Type of Position:** Non-Exempt – Full Time with Benefits

### **Position Summary:**

- Responsible for front desk coverage, answering incoming calls, greeting guests in the reception area, and arranging for coverage or back up as needed.
- Provides general and administrative support to Communications, Community Standards, Community Standards and Administration Manager, Lifestyles, Operations, and General Manager.

### **Primary Essential Functions:**

#### **Front Desk Operations**

- Opens and closes the association office.
- Maintains an orderly, welcoming and professional environment in the reception area, copier/mail area and kitchen.
- Meets and greets visitors at the association office with friendly and upbeat demeanor, provides a great first impression and builds rapport with residents.
- Responds to residents' requests and concerns with prompt, friendly, professional service.
- Records, organizes, and responds to basic resident questions, account inquiries and work orders.
- Answers all incoming calls on multi-line phone system; directs calls to staff, and provides referrals, accordingly.
- Accepts and opens all incoming mail, packages, faxes, emails and distributes accordingly.
- Contributes to development of articles for the monthly newsletter and provides topical content for the Friday Flash and website. Assists with updating website.

#### **Administrative**

- Provides assistance with all office activities and general administration.
- Provides assistance with office equipment and services; orders office supplies and supports obtaining service for office equipment.
- Processes and coordinates registrations such as pool passes, events, programs, rentals, etc.
- Provides assistance as requested maintaining calendar and schedules for association meetings and general administrative/operations events.
- Obtains and maintains Notary Public and provides notary services as requested.
- All other duties as assigned.

### **Secondary Focus Areas – Covenants & Operations Support (RSAC):**

- Provides flexible coverage for Resident Services and Covenants.
- Scan invoices/statements and forward to Strongroom/FSR, maintain office files.
- Accept and properly account for income received; prepare documentation for deposits; send to FSR for final accounting
- Prepare and code monthly credit card statements
- Prepare and submit monthly information to Loudoun Water: water meter readings; HLS: THGM units, record information into tracking spreadsheet
- Create and update spreadsheets including Settlements, Tax/Land Records, Water Meter Readings, etc.
- Serve as back up to Director of Resident Services for the processing of lender questionnaires.
- Generate and send invoices and letters for hearing result charges to homeowners and provide list of Covenants invoicing to FSR for posting to assessment account. Update violation information in Connect when invoicing is complete.
- Generate and send invoices for advertising.
- Participates as event support staff as requested.

### **Secondary Focus Area – Lifestyles Support (RSAL):**

- Provides general, first line Lifestyles information and support to residents.
- Drives Brambleton Bus for Summer Camps, Teen Service Days and on an optional basis for other events and programs.
- Provides special project support for all departments.
- Participates as event support staff as requested.
- Provides flexible coverage for Community Standards and Administration Manager

### **Knowledge, Skills and Work Environment:**

#### **A. Knowledge & Skills:**

- Proficient in Microsoft Word, Outlook, Excel, Publisher and social media.
- Friendly, welcoming, professional and outgoing demeanor.
- Excellent written and oral communication skills.
- Ability to work independently, manage multiple tasks at one time and display great attention to detail.
- Must have a thorough knowledge and understanding of standard office and administrative practices and procedures and office equipment.
- Displays and promotes the Association's Vision, Mission and Core Values.

#### **B. Work Environment:**

- Office environment, typically sits, bends, stoops, and must have ability to lift up to 25 lbs.
- Participate in outdoor work for the occasional set up, breakdown and execution of community events.

Note: This job description is not intended to be all inclusive. Associate may perform other duties as assigned to meet the ongoing needs of the organization.