



## **TIERRASANTA VILLAGE OF SAN DIEGO**

### **JOB DESCRIPTION**

#### **POSITION: Part-Time Front Office Coordinator**

- Must be a “people person” who is organized, thoughtful and resourceful, with a level of education and experience to interface comfortably with the Board of Directors, Operations Manager, Administration, Committee Chairs, TVSD Members, community contacts and outside vendors. Must have good telephone etiquette and be computer literate. Knowledge of Tierrasanta community is a plus!
- This position reports to and supports the Board of Directors and the Operations Manager through the Administration Core Team Leader.

#### **Job Duties:**

- Open and close Villa Monterey Clubhouse in accordance with TVSD and Villa Monterey Homeowners policies.
- Creates a welcoming environment by greeting members, walk-ins and guests.
- Answer the telephone; takes messages; when necessary, assists with registration of members and guests for events; troubleshoots problems; listens to and returns voicemails; filing, correspondence - to include letters, reports and emails and keep an inventory for purchasing and maintaining office supplies.
- Process all event forms and keeps the online calendar up-to-date.
- Maintains the TVSD Property Inventory List.
- Receives and records monies received for donations.
- Run monthly report of members birthdays and anniversaries and send appropriate emails.
- Assists members with using the “training” computer to register for events, renew their annual membership and make donations.

- New Members:
  - Process new member applications.
  - Assemble and update New Member Binders.
  - Call all new members a few times during their first month of membership to ask if they have any questions and to invite and/or remind them about upcoming events.
- Renewing Members: Process all renewals.
- Advise Administration and Membership Committee regarding all new member applications and membership renewals.
- Maintain sign-in sheet book for all events.
- Set-up the clubhouse for morning activities and return room to its original state after the event.
- Advise the Operations Manager, Administration and appropriate Board Members of any member concerns.
- Work with Operations Manager as Liaison with the Villa Monterey Clubhouse Manager; assist in resolving issues, including telephone, jetpack (hotspot) and computer.

**Note: This Job Description for Part-Time Front Desk Coordinator, may be amended by TVSD from time to time as TVSD deems necessary to meet needs and requirements.**