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Job summary

Seeking a part-time Administrative Assistant for an Acadiana area HOA of 500+ properties to provide administrative management for association communications, homeowner engagement, board workflow, community coordination, compliance records, and vendor support. Maintain reliable systems and records, carry out board-directed administrative actions, and coordinate financial matters with the bookkeeper. The board reviews bids and retains vendor selection, policy, financial approval, and signatory authority. Estimate of 4-5 hours per week with once a month in-person meeting.

Administrative systems and technology

- Manage G Suite user access and permissions, email account transfers during board transitions, and group email settings
- Maintain public association calendars and organize shared Google Drive files, folders, and permissions.
- Manage website access and administrative permissions. Post announcements and update or remove board-approved documents, including approved meeting minutes, Yard of the Month updates, governing documents, and notices.

Communications and homeowner engagement

- Respond to homeowner emails with approved general information and route matters requiring board, committee, or bookkeeper response. Coordinate vendor communications as directed.
- Maintain homeowner contact records and email distribution lists, coordinating accuracy with the bookkeeper's billing records. Track new homeowner purchases and coordinate welcome packet delivery.
- Manage Mailchimp. Draft, edit, and publish newsletters and community notices as directed.
- Coordinate annual meeting notices, budget mailouts, and financial reporting communications using financial information supplied by the bookkeeper and approved by the board.
- Coordinate common area reservations and calendar scheduling.

Board meetings and governance administration

- Produce and distribute monthly board meeting agendas in collaboration with the President. Record and prepare minutes, and publish them following board approval.
- Track board decisions and actions; administer adopted policies and procedures consistently under board direction.
- Organize annual board nominations and elections, and coordinate covenant amendment voting when applicable.

- Track homeowner appeals, document board discussions and decisions, and coordinate approved appeal response communications.
- Coordinate documentation requested by association legal counsel as directed by the board. Maintain insurance renewal, claim, policy, and legal correspondence records.
- Maintain registered agent and governing entity documentation; supply administrative records to the bookkeeper for Secretary of State updates.
- Coordinate incoming board member onboarding, system access, operational continuity documents, and process records. Maintain confidentiality and board ethics commitments.

Violations and ACC administration

- Document and track covenant violation submissions and supporting records. Obtain board confirmation for nonstandard violations.
- Prepare and coordinate violation warnings and notices under board direction. Track mailing of violations and individual resident notices, including email confirmation when an item is deposited in USPS mail.
- Coordinate with the bookkeeper to apply approved violation fines and maintain the required notice and follow-up cadence. The bookkeeper maintains financial balances and coordinates the external lien filer.
- Document ACC submissions for board minutes. Coordinate with the ACC Chair to track applications, approvals, compliance documentation, and organized records of ACC actions and decisions.

Vendor bids and operational support

- Organize the vendor bid process, develop bid scopes of work, manage bid-related communications, collect submitted bids, and prepare materials for board review. Bid solicitation is excluded from this scope.
- Administer the CMSHA Bylaws procedure requiring three bids based on the scope of work. The board reviews bids and makes selection decisions.
- Include appropriate notices in bid packages that supplier selection is subject to negotiation. The president may negotiate with qualified bidders to obtain suitable quality, price, schedule, and results.
- Coordinate operational communications between vendors, committees, and the board. Maintain vendor contracts, renewal schedules, insurance certificates, required documentation, and board access to those records.
- Coordinate with committee chairs on supply ordering, inventory, welcome packet materials, signage, and event materials. Track special project and capital improvement progress for the board and supply relevant status information to the bookkeeper.

Bookkeeper coordination and board authority

- Maintain Yard of the Month tracking records and provide information to the bookkeeper for dues credits. Route financial inquiries and payment plan requests to the bookkeeper and coordinate homeowner communications.

- The bookkeeper handles financial oversight, budget tracking, accounting, assessment collection, payments, financial reporting, weekly mail collection with increased frequency in January and June, and Secretary of State updates.
- The board retains check signing, financial account authority, reserve transfer authorization, financial approvals, policy decisions, and vendor selection. The Administrative Assistant prepares administrative records and carries out board-directed follow-up.

Required skills and capabilities

- Experience with Google Workspace administration, including user access, shared Drive permissions, group email settings, calendars, Gmail, Docs, Sheets, and Forms.
- Ability to manage website content and user access, and use Mailchimp to maintain distribution lists and publish newsletters and notices.
- Strong writing, editing, and meeting documentation skills to prepare agendas, accurate minutes, homeowner notices, and professional correspondence.
- Ability to organize homeowner records, governing documents, ACC applications, violation records, appeals, contracts, insurance documentation, and board decisions.
- Ability to manage board-directed election, nomination, and voting processes, and apply adopted procedures consistently.
- Ability to develop clear bid scopes, collect and organize bids, prepare comparisons for board review, and track vendor contracts and renewals.
- Ability to coordinate volunteers, committees, events, reservations, supplies, and project follow-up while managing multiple deadlines.
- Professional judgment, discretion, and calm communication with homeowners and vendors; ability to route sensitive matters to the proper decision maker.
- Ability to coordinate accurately with the bookkeeper on homeowner information, approved fines, dues credits, and financial communications while respecting board approval authority.