



Job Title: Office Associate II - ASO
Job Code: 470
Department: Architectural Standards Office
Reports To: Architectural Standards Office Manager
Class Code: 8810
FLSA Status: Non-exempt
Salary Level: Hourly 16
Pay Range: \$16.91 - \$23.03 per hour
File Name: ASO Office Associate II.docx
Prepared Date: 04/13/09, revised 1/15/10, updated 4/20/11, 10/27/15, 4/26/18

SUMMARY

The Office Associate II prepares plan submittals for Architectural Standards Committee (ASC) review and prepares correspondence and documentation such as letters, reports, and photographs. The Office Associate II is occasionally required to review plan submittals. The Office Associate II also assists members and contractors in person and on the phone.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide excellent customer service to customers, members, employees and contractors.
- Maintain current and working knowledge of Tahoe Donner Association policies and procedures, including Covenants Rules and Architectural Standards Rules, Procedures and Restrictions for Land Use.
- Maintain current and working knowledge of construction materials and basic industry standards.
- Maintain accurate records of discussions with individuals, noncompliance with C&Rs, and Association Rules and Regulations.
- Operate various office equipment such as a telephone, personal computer, facsimile copier, etc. Utilize various computer software packages including GoldMine, word processing, and spreadsheets, as required.
- Prepare written correspondence and notices according to office procedures including additional documentation as required.
- Prepare check requests for review by the ASO Manager.
- Prepare reports for the ASC and the Covenants Committee; prepares written and telephone correspondence to members notifying them of noncompliance with rules. Respond to member inquiries regarding alleged violations.
- Accept fees for construction permit process; issues permits, documents fee collection and submits documentation to accounting department.
- Answer incoming telephone calls and provides information on governing documents, rule enforcement and building and land-use restrictions.
- Maintain all files, tickler systems and records required by Covenants and Architectural Standards Office (ASO) procedures. Coordinate the cross referencing of records and files in accordance with the Association's record management plan.
- Prepare plans submittal documents.
- Review files for deadlines and issues reminders to members.
- Provide immediate attention to homeowners and contractors visiting the office.
- Requires close attention to detail in all aspects of the job.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Some college or technical school; or one to two years related experience and/or training inspecting properties, general construction knowledge including limited ability to read building plans and working knowledge of Microsoft Word, Excel and Office computer programs; or equivalent combination of education and experience.

REASONING ABILITY

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

CERTIFICATES, LICENSES, REGISTRATIONS

Requires possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to read architectural plans and maps, write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, homeowners, contractors, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as proportions, percentages, and area. Ability to apply concepts of basic algebra and geometry.

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, the employee is regularly required to communicate. The employee frequently is required to remain stationary; move; and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; ascend and descend or balance; position self to access files/equipment, etc.; and taste or smell. The employee must frequently lift and/or move up

to 10 pounds and 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 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. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.