

Villages of Westcreek Owners Association, Inc – Front Office Assistant

Full Job Description

Villages of Westcreek Owners Association, Inc. (VWOA) is currently seeking a Part-Time, Front Office Assistant for our On-Site Office on the Far Northwest side of San Antonio. We are a Homeowners Association (HOA) and manage a community of 3400 homes with 2 pools, 2 tennis courts, walking trails, a sports park, and several utility easements.

We are seeking a skilled Front Office Assistant who can:

Create a positive experience by delivering an extraordinary level of service.

You will support our Community Manager (and various Staff Members) with clerical and administrative support. This will include (but not limited to) providing support to Homeowners, Office Staff, Community-Committee Volunteers, the Board of Directors, and Assistant Community Manager.

Background:

We are seeking an individual who has a strong background in office administration, customer service as well as office and vendor management. This individual will also be able to carry out oral and written requests with flawless execution all while exercising a strong level of problem-solving skills.

Required Skills:

- A Positive, can-do attitude.
- Team-Player.
- Receive (and process) Homeowner Payments.
- Distribute and scan correspondence.
- Inventory and order office supplies as needed.
- Transfer calls to appropriate parties.
- Work extensively with Outlook, Office 365, Windows 11 Pro, CINC Association Management Software, Constant Contact and Facebook (to name a few).
- Follow-Up on outstanding items.
- Speak face-to-face to explain situations and/or billing items and provide a solution for our homeowners.
- Provide a High-Level of Customer Support.

Compensation:

\$15 - \$17 per hour, depending on experience.

Schedule:

- Monday – Friday, with 1 Saturday per Quarter.
- Dayshift (usually 8:45-2:45 AM or 12-6 PM) may change as business needs dictate.
- 30 hours per week

Work Location:

12395 Military Drive West – San Antonio, Texas 78253

VWOA is an Equal Opportunity Employer. We are committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

We apply this policy to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff(s), recall, leave-of-absence, compensation, benefits, training, and/or apprenticeship. *Villages of Westcreek Owners Association, Inc. (VWOA)* makes all hiring decisions based solely on qualifications, merit, and business needs.