



Maintenance Administrative Assistant

PURPOSE OF THE POSITION:

The Maintenance Administrative Assistant is responsible for assisting in the day-to-day operations of the maintenance department – the internal department responsible for coordinating client maintenance needs with our sister-company MAX Maintenance and other third-party companies. This is an office job. The Maintenance Administrative Assistant must comply with established policies and procedures.

RESPONSIBILITIES: Assist with the following tasks as directed by the Maintenance Manager

- Coordination of general/landscaping/snow removal service requests.
 - Serve as a liaison with sister company – MAX Maintenance
 - Vendor management – maintain established vendor relationships and actively pursue new ones, track vendor insurance, update community and vendor lists
 - Identify maintenance needs in communities through regular meetings with the portfolio and onsite Community Managers.
 - Manage landscaping and snow removal bid processes each year
 - Assist with obtaining project bids as requested by Community Managers
 - Maintain good public relations and interact with clients, customers, and co-workers in a positive, respectful, and professional manner
 - Gather bids for internal projects as necessary
 - Follow up with homeowners and board members as needed on service requests and bids
- Because of the dynamic nature of office administration, other tasks not listed here may arise that fall under the purview of this position. When such situations occur, the Maintenance Manager will communicate these responsibilities to the Maintenance Administrative Assistant and determine how they can be incorporated into the Maintenance Administrative Assistant's existing duties.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge:

This position requires knowledge in the following areas:

- General management skills
- General project management coordination skills
- Proficient with Microsoft Office products
- Adept at customer service and conflict resolution

Skills:

The incumbent must possess the following skills:

- Excellent interpersonal skills
- Exceptional analytical and problem-solving skills
- Effective verbal and listening communication skills
- Attention to detail and high level of accuracy
- Effective organizational skills
- Time management and organization
- Ability to multitask
- Computer skills including the ability to operate spreadsheets, word processing programs, e-mail and type a minimum of 40 wpm

WORKING CONDITIONS:**Physical Demands**

The Maintenance Administrative Assistant may spend long hours sitting and using office equipment and computers.

Environmental Conditions:

This position is in a busy, open area office. The incumbent will encounter interruptions and must meet with others on a regular basis.

Mental Demands:

There are a number of deadlines associated with this position, which may cause stress. The incumbent must deal with a wide variety of people on various issues.