



**Roton Point Association, Inc.®**  
**PO Box 116**  
**Rowayton, CT 06853**  
**(203) 838-1606**

## **Job Description: Administrative Assistant**

### **Reports to: Business Manager**

The Administrative Assistant job description represents a general overview of the position for which you will be employed; it is not intended as a complete list of responsibilities or job duties required or as a complete schedule of the time that may be required by you to fulfill those responsibilities and duties; however, it is important that you understand that you are requested and are responsible to lead and act, as may be appropriate and necessary, for the club operations to run smoothly and efficiently during your employment.

#### Hotel Office:

- Answer phone/transfer phone calls to appropriate department.
- Answer questions regarding club memberships, rules, events, etc
- Pick up/Drop Off mail
- Filing all paid invoices
- Generating reports and presentations
- Prepare all mailings (Board Ballots, Budget Mailing, Invoices, Statements, Invitations for events, etc.)
- Purchase and maintain stock of all office supplies
- Coordinate with offsite IT company on all computers and office equipment
- Assist with in-house or off-site activities, meetings, and conferences
- Make service calls as needed for all office equipment (computer, printer, postage meter, etc.)
- Set-up and maintain members only username and password upon request
- Respond to all emails and phone calls from members, employees as appropriate, etc.
- Maintain all 400 member profiles and consistently update periodically.
- Maintain Gate Access Cards
- Update Key box organizing all club access
- Set-up gate house binders with member profiles listing all car registrations on file
- Maintain and update all member information in Northstar (Club/Accounting Club Software)
- Make copies as needed for all association meetings including Board Meeting Agendas

#### Finance:

- Ensure that all Point of Sale (POS) activities and events and properly closed out at the end of the day of event (Beach Café F&B, Swim/Diving Lessons, Waterfront activities, Aquatics. Social, Gate House Charges, etc.)
- Send out monthly Club Account billing
- Send out Mortgage billing.

- Bill Inter-clubs (match copies of all receipts with invoice)
- Assist members with questions on club charges, mortgage billing questions, disputes, etc.
- Work closely with the Business Manager and General Manager in managing the organization's financial operations.
- Enter transactions into NorthStar, the club's accounting software.
- Maintain membership accounts, event billing, vendor database, membership database and mailings.
- Work with the Club's outside CPA firm on retrieving audit information.

#### Unit Rentals/Purchases:

- Emails rental packets (snail mail as needed)
- Make sure all rental paperwork is filled out properly before scanning and emailing each application over to the Membership Committee
- Coordinate with Membership Committee Chairperson for approval of rental paperwork & posting emails for 10-day posting.
- Enter each renter or owner into Northstar software to set up new member (licensee profiles or new owner profiles)
- Set-up licensee gate cards and deactivate owner gate cards who have rented out their unit
- Send out personalized letters to all licensee who have been approved
- Contact new members and licensees to schedule an appropriate time to attend the new member tours held in April or May for new members
- Gather information to be given to the tour guides giving the tour (copies of rule books, attendance list, tour outline)

#### Summer Office/Gate House:

- Train Summer Office Employees on daily office ( register caregivers, bill for caregivers, make caregiver cards, register boats & kayaks, scheduling all swim lessons, answer phones, take reservations/signup for events)
- Train all Summer Office staff on Northstar Club Software modules they will be utilizing.

#### Snack Bar:

- Set-up pricing for all items in Northstar F&B module
- Create codes for each item
- Set-up window for POS items to appear on touch screen layout
- Enter items and print out directions for Snack Bar vendor's manager to operate POS system screens and train their staff to be proficient in operation the software needed in Snack Bar

#### Staff:

- Distribute and collect employee applications as needed
- Set up job advertisements as needed
- Set-up interviews with General Manager/Program Directors and potential staff