



CRESTMONT

**Homeowners'
Association**

Crestmont Hall Events and Administrative Assistant

Crestmont Hall attracts a diverse range of interest groups and users; boasting space on both the upper and lower levels for rental use. It is owned and maintained by the Crestmont Homeowners' Association (CHOA), and managed by the CHOA Board of Directors.

Our philosophy is to provide a friendly community venue that facilitates and encourages positive community activities – cultural, creative, recreational, educational and social. The Hall is a valuable asset for the Residents of Crestmont and should be requires effective management and rental income to be a self-sustaining asset.

Due to the nature of the role, there may be times when hours of work will vary and outside of office hours to provide hall tours with potential renters and attend events on evenings and weekends.

The general scope of duties may change from time to time and may require additional tasks and responsibilities to those listed. This position reports directly to the Facility Manager.

RESPONSIBILITIES

Venue Rentals

The Hall is extremely popular as a venue for weddings and other large private celebrations. Liaise with and act as a representative of Crestmont Hall to a range of people including local residents, businesses, community groups, other community centers and organizations.

- Actively promote the facility and its activities to enable full utilization of the Hall in line with its goals and to a wide range of user groups;
- Liaise with regular users and ensure harmonious working relationships;
- Identify and develop new programs in response to community needs;
- Book appointments, provide access and tour Hall with prospective clients;
- Secure signed rental agreements and collect security deposit;
- Maintain a renters database;
- Ensure the responsibilities of the renters are met;
- Update the calendar of events on the Crestmont Hall website and provide to Qualico Communities when requested;
- Meet with renters prior to event to sign key release form, issue access key and go over entry and exit procedures;
- Contact renters prior to event for final details and obtain completed floor plan for event;
- Coordinate bartending service for functions, as required, ensuring the provision of corkage supplies;
- Complete inventory of corkage before and after event and maintain a record log;
- Coordinate pre-function set-up, after-function cleaning/tear-down and complete assessment for deposit return;
- Contacting renter post event to discuss any issues that lead to retaining part or all of their damage deposit;
- Ensure that the facility and users comply with current Health, Safety, Fire and Liquor Regulations.

Administrative Support

The incumbent is responsible for day-to-day administrative work supporting the invoicing, bookkeeping and record keeping functions for the CHOA.

- Greet visitors, answer inbound telephone calls in a friendly, timely, and professional manner;
- Field incoming inquiries, addressing or redirecting them promptly;
- Assist in compiling accurate databases of homeowners who are obligated to pay an annual membership fee;
- Assist with the deployment of annual CHOA Fee Notice packages for Crestmont;
- Assist with updating of homeowner forms;
- Assist with CHOA communications with applicable builder groups, ensuring that relevant CHOA member forms are completed as required;
- Coordinate all communications with legal offices ensuring accurate conveyance of CHOA Fees owing;
- Assist in improving the administrative systems used by the CHOA;
- Assist with administering accounts receivable for Crestmont, collect and process fee payments as required (via cheque, debit and credit card) and report to Treasurer any discrepancies or concerns;
- Assist with A/R and A/P recording payments, cheque runs, bank deposits and reconciliations as needed;
- Under direction from Facility Manager, set up and regularly update monthly CHOA reporting;
- Assist with CHOA events;
- Along with Facility Manager coordinate the distribution of Hall Access Cards to residents;
- With direction from the Facility Manager, coordinate and deploy community event notices, volunteer emails and construction activity notices and update CHOA website and Social Media accounts as necessary;
- Maintain outside contracts with approved resources: e.g. Pepsi and Valley Ridge Liquor.

Facility and Ground Maintenance – Working alongside the Facility Manager, ensure the building is kept clean and secure;

- Assist with Spray Park water testing.
- Report to the Facility Manager any repair and maintenance issues.

Skills and Experience Required

- Proven ability to relate effectively with a diverse range of people;
- Proven self-starter with initiative and adept at following through tasks and goals;
- Strong communication and interpersonal skills;
- Experience with office management tools (MS Office Suite, Adobe);
- Entering and updating accurate information into database;
- Exceptional attention to detail;
- Previous experience in Administration, Accounts Receivable, Accounts Payable;
- Outstanding time management, problem solving and organizational skills;
- Previous experience in event coordination.