



Office Assistant

Department: Office & Resident Services

Reports To: General Manager

Employment Type: Full-time/Permanent

This is a permanent position averaging 6–8 hours per day, totaling approximately 30 hours per week. Scheduling may include daytime, evening, and weekend shifts depending on operational requirements.

About Jensen Lakes Homeowners Association (JLHOA)

The Jensen Lakes Homeowners Association (JLHOA) is a nonprofit organization responsible for the stewardship of a 22-acre private lake, surrounding park grounds, beach areas, shared walkways, and community amenities within the Jensen Lakes community. Our mandate is to maintain, preserve, and enhance these shared spaces to ensure a safe, welcoming environment for all residents.

JLHOA is committed to responsible management, long-term sustainability, and consistent service standards. Our team maintains amenities year-round, upholds community rules, and ensures that residents and guests experience the safety, cleanliness, and overall quality that define Jensen Lakes.

Working at JLHOA means joining a team that directly contributes to the resident experience and supports strong community engagement. Every position plays an important role in helping residents feel informed, supported, and proud to call Jensen Lakes home. Staff are entrusted to make sound decisions that promote safety, clarity, and community pride. For individuals who value professionalism, teamwork, and meaningful work with visible impact, JLHOA offers a unique opportunity to develop skills in a truly unique community environment.

Position Summary

This position plays an essential role in supporting the safe, clean, and efficient operation of JLHOA amenities and services. The Office Assistant provides administrative and resident-service support, ensuring smooth front-desk operations, accurate documentation,



and timely communication. The role manages memberships, bookings, scheduling, and operational workflows while serving as a primary point of contact for residents and vendors.

This position is ideal for individuals who are organized, detail-oriented, and committed to delivering clear information, consistent service, and a positive resident experience.

Key Responsibilities

Resident Services

- Verify membership status, waivers, and booking confirmations to ensure proper access to JLHOA amenities.
- Support membership registrations for new properties, new homeowners, tenants, and pre-possession accounts.
- Follow up with residents regarding outstanding payments or required documentation for membership registration.
- Contact residents to coordinate membership card pickups and ensure proper distribution.
- Assist General Manager and Programs Coordinator with HOA governance.
- Clearly communicate and enforce park rules, booking requirements, program details, available amenities, and JLHOA guidelines.
- Respond to resident inquiries in person, by phone, and by email, providing timely, accurate, and helpful information.
- Log, track, and manage lost-and-found items in accordance with JLHOA procedures.
- Greet and check in residents in a courteous, professional manner while maintaining a friendly presence that contributes to a positive, welcoming, and service-oriented resident experience.

Administrative Duties

- Manage membership trackers, booking logs, and daily operational sheets with accuracy and consistency.
- Support the General Manager and Programs Coordinator with a variety of administrative tasks including communications and social media management.
- Maintain accurate records for attendance, equipment use, waivers, and incident reporting.



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- Ensure proper documentation and forward inquiries to the appropriate internal contact.
- Process outdoor bookings, multisport court reservations, Acuity scheduling, and other amenity support as needed.
- Assist with uploading, organizing, and managing waivers.
- Coordinate with the Safety Monitor regarding multisport court usage and reservations.
- Coordinate with Rentals staff for sign-out sheets, checklists, trackers, and waivers.
- Assist with phone and email reception, ensuring timely, professional, and well-documented communication.
- Ensure sign-out sheets, checklists, trackers, and waiver forms are stocked, completed, and filed appropriately.
- Maintain cleanliness and organization of staff areas, common areas, and high-traffic resident spaces.
- Provide high-quality customer service in all resident and visitor interactions.

Concession & Revenue Support

- Track inventory levels and ensure revenue accurately reflects items sold, following established payment and reconciliation procedures.
- Provide the General Manager with regular reports on total concession sales, inventory usage, and upcoming restock needs.
- Operate the concession during weekends and peak periods, ensuring efficient, accurate, and professional service.
- Maintain a clean, organized, and sanitary concession area, adhering to all safe food-handling and hygiene practices.
- Support the Office Assistant with administrative tasks when not assigned to concession duties.
- Provide courteous, consistent customer service to residents and guests, ensuring a positive and welcoming experience.

Program & Event Support

- Provide on-site support during events to ensure resident safety, positive engagement, and smooth operations.



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- Help troubleshoot minor issues during events and promptly communicate larger concerns to the Programs Coordinator or management.
- Assist the Programs Coordinator with the setup, execution, and takedown of community programs and events, ensuring all materials, equipment, and spaces are prepared and organized.
- Help manage attendance, equipment, and logistics for scheduled activities, including sign-ins, equipment distribution, and participant flow.
- Assist with monitoring participant activity to ensure safe use of equipment, adherence to program guidelines, and a positive resident experience.
- Provide general customer service during programs and events, answering questions, offering direction, and assisting residents as needed.
- Support event preparation by setting up tables, signage, activity zones, and program materials as required.
- Support post-event cleanup, equipment organization, and resetting of spaces to ensure readiness for regular park operations.

Team & Leadership Support

- Manage and handle resident inquiries, complaints, and operational problems, escalating issues to the appropriate management when necessary.
- Assist the General Manager, Park Foreman, and Programs Coordinator with team support and operational coordination.
- Inspect facilities, equipment, and work areas for safety hazards and report concerns promptly.
- Prioritize a strong safety mindset in all duties and interactions.
- Communicate effectively with team members to ensure smooth daily operations.
- Support colleagues during peak times, shift transitions, and special events.
- Report safety concerns, incidents, or operational issues to supervisors in a timely and accurate manner.
- Demonstrate initiative by completing tasks proactively without needing to be asked.
- Contribute to a positive, collaborative, and safety-focused team culture.



Core Attributes

- **Reliable & Punctual**
Consistently arrives on time, completes assigned tasks, and works effectively with minimal supervision.
- **Safety-First Mindset**
Actively identifies hazards, follows safe work practices, and uses protective equipment appropriately.
- **Customer-Focused**
Engages with residents in a friendly, respectful, and professional manner, prioritizing their safety, comfort, and overall experience.
- **Team-Oriented**
Collaborates well with colleagues, adapts to changing priorities, and contributes to a positive and safe work environment.
- **Detail-Oriented**
Maintains accurate records, follows established procedures, and ensures proper handling and care of equipment.

Experience & Skills

- **Administrative Skills**
Proficient with Google Docs, Sheets, Gmail, or similar systems; able to update logs, track equipment, maintain records, and follow structured routines.
- **Office & Front-Desk Support**
Experience greeting residents, answering questions, managing bookings, and providing clear, accurate information in person, by phone, and by email.
- **Data Entry & Record Management**
Ability to maintain trackers, update membership information, organize digital files, and ensure documentation is complete and accurate.
- **Communication & Customer Service**
Friendly, professional approach to resident interactions, with the ability to provide clear information, assist with inquiries, and support a positive resident experience.
- **Multitasking & Prioritization**
Able to manage multiple responsibilities in a fast-paced environment, balancing administrative tasks with on-site operational support.
- **Problem-Solving & Initiative**
Comfortable identifying issues, offering solutions, and supporting the team during busy periods or special events.



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Education & Competencies

- High school diploma or equivalent
- Strong communication and problem-solving skills
- Ability to work independently and manage multiple tasks
- Demonstrated professionalism and sound judgment
- Ability to follow established procedures and policies consistently

Working Conditions

- Outdoor work in varying weather conditions
- Indoor/office-based work with occasional event or program support
- Flexible shifts, including evenings or weekends as required
- Ability to lift up to 30 lbs
- Periods of standing, walking, or light physical activity

Additional Assets (Optional but Beneficial)

- First Aid Certification (preferred)
- Valid Driver's License (preferred)
- ProServe Certification
- Pleasure Craft Operator Card (Boating License)
- WHMIS Certification (preferred)
- 1+ year(s) experience in property maintenance, recreation, hospitality, or administrative support

Application

Wage will be commensurate with qualifications and experience. This position offers an exciting opportunity to contribute to the operations of a unique and exclusive park and facility with exceptional amenities in the Jensen Lakes community.

If you meet or exceed the qualification requirements, please forward your cover letter and resume (including wage expectations and availability) to:

Calvin Kho - General Manager
Manager@jensenlakeshoa.ca