



Lake Tyee  
4571 Burpee Hill Rd.  
Concrete, WA 98237

Job Description:  
**SUPPORT SPECIALIST -**

Department: Office Administration

Reports To: General Manager

**Primary Function**

Provide Administrative Office support in a variety of functional, analytical and administrative duties as assigned across the spectrum of the needs of Lake Tyee with an objective of delivering a maximized recreational experience to all lot owners.

**Essential Responsibilities:** (Includes but is not limited to):

1. Read and understand the Lake Tyee Bylaws, Protective Restrictions and Limitations, other regulatory policies etc. and stay informed of all amendments to such documents. Maintain up-to-date manuals.
2. Provide administrative support and follow-up in projects including collection of arrearages, Untidy Lots, Permanent Residents, review and follow-up of Building Permits, vendor contract control, and others as assigned..
3. Develop and implement new projects and programs as assigned.
4. Provide backup support for the front office in handling of phone, counter, account maintenance, filing, inventory control, and meal and break relief as needed on a daily basis.
5. Write and revise Standard Operating Procedures for all tasks and functions.
6. Assist with development of new Administrative Policies, Architectural Codes, and Security manuals.
7. Recommend improvements, changes, additions and deletions to all procedures, Bylaws and other governing documents on an ongoing basis.
8. Communicate clearly both verbally and in writing with lot owners, vendors and business partners as needed in support of administrative needs, projects and programs.
9. Develop spreadsheets, charts, reports and other supporting documents as needed to provide information and feedback to Manager, Board of Directors, and the Lot Owners.
10. Carry out all duties in a prompt, effective and efficient manner, maintaining the highest level of professionalism and customer service.
11. Handle other research, review and administration projects and tasks as assigned by the manager or the Board of Directors.

**Qualifications:**

1. Knowledge of the field of assignment sufficient to perform the full scope of responsibility as illustrated in the above Function and Responsibilities.
2. Physical fitness level enabling routine access to all Lake Tyee property in execution of duties.
3. Competent in interpersonal skills at the level needed to foster and maintain a productive working relationship with peers, management and lot owners, and work effectively in communicating and negotiating with them in both common and adverse situations
5. Strong verbal and written communication skills.
6. Able to use common sense and good judgment effectively in stressful situations
7. Ability to creatively resolve disputes and confrontations.
8. Able to work weekends, holidays, and overtime, with minimal advance notice.
9. Good computer skills including MS Office suite and PC based systems, preferably to include

accounting systems.

10. Have a valid Washington State driver's license and be insurable.

11. Ability to pass an initial and periodic ongoing drug screening tests as required.

**Working Conditions:**

Standard office environment with some outside work in all weather conditions. Periodic lifting up to 30 pounds. Must follow established safety practices and policies consistent with the work environment and conditions.