

Lake Wallkill Community, Inc.

Job Description

Position Title: Office Manager

Reports to: Treasurer

Date Created: 9/10/2011

Last Reviewed: 9/23/2026

I. Position Summary.

Responsibilities:

- Conduct the administrative business for Lake Wallkill Inc.
- Perform as an ambassador for the Lake on behalf of the Management Committee
- Provide customer service to members of Lake Wallkill
- Effectively communicates with members and the Management Committee

Essential Functions or Duties

II. Description of Duties

- Collects and processes the daily mail. Sorts and takes action to ensure bills are paid and receipts are deposited in a timely manner.
- Coordinates with the Treasurer to utilize the on-line bill paying services for approved invoices.
- Maintains electronic data in accordance with Lake's policies and procedures.
- Responsible for answering telephone calls for Lake Wallkill in a courteous and helpful manner.
- Manages the ordering, receipt and distribution of badges, wrist bands, car stickers, boat stickers and other forms of identification approved by the management committee. Develops a system for the orderly and timely distribution to members in good standing. Ensures all arrears are paid in full prior to distribution to members.
- Maintains office hours convenient to members. Hours may vary throughout the year as approved by the Treasurer. Appropriate signage advising members of Office Hours shall be posted at the office along with contact information for the Office Manager.
- Posts financial statements and other official announcements as directed by members of the Management Committee.
- Collects time sheets weekly from Lake Employee's. Communicates time sheet information to Wealth Depot weekly via e-mail. Receives pay stubs from Wealth Depot and completes distribution to employees, and provides e-mail copy to Treasurer (Treasurer cuts checks).
- Ensures all government and regulatory required documents are on file prior to employees starting work which includes but not limited to: W4's, Working Papers, required certifications, and so forth.
- Establish and modify standard operating procedures for the administrative function of Lake Wallkill Inc. Document and maintain the methods used to organize and carry out the Lake's business.
- Manages the billing and collection of Dues, Assessments and Fees owed the community using the Lake's billing system (PayHOA). Sends timely notices to members regarding late payments and recommends to the President member suspensions for non-payment,

III. Expectations

- The Office Manager shall function as an ambassador on behalf of the Management Committee because this position has significant contact with membership. Tolerance, patience, empathy and composure are traits that will serve the Office Manager well and help avoid escalation of issues members are facing.
- The Office Manager will gain an understanding of the Lake's Management Committee and the individual Committee Member responsibilities so he/she can effectively communicate issues or complaints to the right Committee Member.

IV. Special Duties

- The Office Manager shall, from time to time, be asked to perform special duties at the discretion of the Management Committee.

V. Qualifications

- Self motivated and able to work independently. During the summer season able to work under time pressure presented by the rigors of the seasonal workload.
- Proficient computer skills including but not limited to Microsoft Software Applications. Ability to maintain and update Lake Website.
- Capable of learning and operating the Lake's billing and records system (PayHOA).
- Experience with accounting principles or bookkeeping a plus
- Must be organized and efficient.

VI. Accountability

The Office Manager position handles cash and other monetary receipts on behalf of Lake Wallkill. This person must be able to be bonded. This person faces significant criminal and civil penalties for any misappropriation of lake assets.

VII. Physical and work condition demands of the position

- Some lifting and carrying on a daily basis (less than 20 pounds)
- Sitting in an office environment for extended periods, should be aware of good ergonomic practices
- Some walking or driving to collect mail and occasional driving to make bank deposits

VIII. Appropriate Dress

Office Manager should use discretion and wear attire appropriate to the environment and as a representative of the Lake Management Committee.