

## **CORA Office Caretaker Job Description**

### **Skill Set:**

#### **Required experienced in:**

- Computer skills using a Windows based operating system:
  - Word
  - Excel
  - Creating, and using, backups
  - Understands how to create documents, files, and maintain them
- Use an email system – review on daily basis and respond timely
- Maintain accurate owner information
- Courteous telephone etiquette
- Maintaining files
- Keeping a supply inventory and order when needed

#### **Plus skills are:**

- QuickBooks
- Basic understanding of Accounting

#### **Personal skills:**

- Organized
- Detail oriented
- Used to working independently
- Ability to deal with the public courteously
- Ability to enforce Rules and Regulations and Covenant Restrictions by issuing verbal warnings and written notification to the Board
- Ability to courteously notify an Owner they must work on their duties and ask them to set up an appointment for long conversations.

### **Required Knowledge, Skills and Abilities**

- A. Office work requires knowledge of computer backups, EXCEL, WORD, document scanning, and WORD mail merge on a Windows operating system. A plus but not required; QuickBooks and a basic knowledge of accounting.
- B. Excellent organizational skills in time management and standard office procedures including physical file maintenance.
- C. Detail oriented. Must maintain accurate records for Business Counter transactions, lot ownership, Water Court and Health Department water use reporting, Petty Cash, and utility usage.
- D. The Caretakers must be capable of following oral and written instructions and have the self-discipline to perform consistently well without direct supervision.

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- E. Emails and telephone messages must be reviewed and addressed daily.
- F. The Caretakers shall make a reasonable effort to maintain effective and harmonious relationships with CORA members.
- G. Must have a valid driver's license as Bank deposits, Mail pickup/drop off, and Accountant transaction drop off/pickup require travel to nearby towns. Cleaning and Office supply pickup may also require trips if they cannot be delivered timely.

This position reports to the Board Treasurer.

CORA is a common interest owned community. Common grounds and all facilities are owned by Campground of the Rockies Association; a nonprofit corporation. Lots are individually owned and owners are members of the Association. CORA is managed by a Board of Directors composed of elected lot owners.

Water Monitoring, testing, State/Water Board reporting of Water Usage is performed by certified company. Same company also tests and maintenances fire hydrants.

A contract exists with a full-service Accounting firm.

### **Duties and Responsibilities**

The Caretakers shall attend all open CORA Board of Directors meetings as non-voting members; one or both Caretakers shall attend such meetings and furnish such reports as required by CORA pertaining to the current status of all facilities of the Campground.

- Caretaker activities shall be submitted via monthly reports to the Board of Directors for inclusion in published meeting minutes.

Caretakers will work together to hire workampers annually for the period May 15 through September 15.

- Request Background checks
- Prepare their schedules
- Monitor work
- Caretakers are required to clean facilities from mid-September to mid-May.

All service buildings, the pool and clubhouse shall be maintained in a clean and sanitary condition, with a minimum of once-per-day inspection and cleaning during high-use periods (i.e., weekends and holidays).

Maintain security of all CORA property and equipment under their control.

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- Monitor the entrance access gate to the Campground by phone, verifying the status of all persons who request entrance without the proper gate code.
- Notify members by phone of any condition adversely affecting their property.
- Perform daily rounds of the campground to ensure safety and identify visible problems on Owner or CORA property.
  - Review security camera footage as soon as possible to print pictures of dumping, vandalism, or improper use of facilities. Contact Board immediately with incident information and pictures.

The Caretakers shall take any and all reasonable action necessary to protect all common elements and private property with the Campground in an emergency that threatens imminent damage or destruction of property.

The Caretakers shall have the authority to enforce all rules, regulations, and covenants of CORA. Any Association member and/or their guests who fail to comply with the rules, regulations and covenants shall cause the Caretakers to refer that member to the CORA Board of Directors for appropriate action.

- The Caretakers shall maintain a complete record of incidents and actions taken and provide a copy of the record to the Board of Directors as soon as practicable after each incident.

Monitors for water and sewer plants located in the office. Notify Facility Caretaker immediately if any issue occurs.

### **Business Counter:**

- Provide change for laundry
- Collect funds, provide receipt, and register propane sales
- Ice, ice cream, 'little swimmers' are available for owner purchase during the period May through September – record and register sales
- Owner packets are available for a charge to existing lot owners - record and register sales
- Fax and copy services are available at a charge to owners - record and register sales
- Collect funds from laundry washer/dryers and record collection on a weekly basis
- Maintenance Barn keys are kept in the Office. Owners must register to obtain the key.
- Sports equipment shed keys are kept in the Office. Owners must register to obtain the key.
- Work closely with Treasurer to balance collected, or disbursed, funds
- Print and stock display folders with construction approval forms, rules and regulations, and complaint forms.
- Provide Board Secretary with updated forms for upload to web site

A weekly report of all sales will be submitted to Treasurer and provides transaction information for entry into QuickBooks. The report can assist with Petty Cash balancing and aid in determining reorder points for ice, ice cream, 'little swimmers' and owner packets needed.

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Title company and Information requests:

- Supply title companies with state mandated information upon request along with fee schedule.

Order and maintain inventory of:

- Office supplies
- Cleaning supplies
- Ice
- Ice cream
- 'little swimmers'

Maintain record of:

- Parts in inventory provided by Facilities Caretaker
- Water usage – recorded monthly and emailed to RORA and Board
- Enter electric meter reading for each meter from electric statements. Email to Board.
- Gasoline and diesel fuel purchases
- Annual or Bi-Annual electric meter readings

Maintain accurate owner records

- Record owner address and/or contact information when notified
  - Update and/or edit QuickBooks and CORA News Blast owner information
  - Notify Web Master to add/change/delete owner information to Member Only site when lot sells, new owners register, email changes, or upon request
- New Owners:
  - Collect Title Company and transfer fees – record and deposit
  - Collect any unpaid assessment fees or electric payments outstanding on lot
  - Provide new owner with Owner Booklet
    - Created booklets to keep on hand

Physical files must be organized and kept up to date

- CORA is required to have Reserve Investment statements, Tax Returns, Monthly Board meeting minutes, and P&L statements available for owner review upon request. This information must not leave the Office.
- Notebooks must be updated with printed materials. They may not be removed from the Office.
- All lots have a file folder. Owner information should be printed and filed in the lot folder. A copy of any violations issued to, or complaints received from, the owner should be filed in the folder.
- Folders exist for service providers and purchases. These should be maintained and moved to storage by year.

Assist Secretary with preparation of two (2) annual mailings to all lot owners in June and July.

Assist Treasurer with review of published delinquent property taxes and reminder calls to owners.

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Assist Facilities and Facilities Caretaker in identifying and contacting contractors and service providers.

Mail pickup, Bank deposits, and timely delivery of documents to Accountant and/or Post Office. Arrange for Fed-Ex or UPS pickup as needed.

The Caretakers shall perform such other duties as may be required from time to time for the property maintenance of CORA property, facilities, equipment and systems.

A check list of duties is available in office procedure manuals. Procedure manuals must be kept up to date.

### FUNCTIONAL ATTRIBUTES OF JOB DUTIES

**Light** - Exert up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects. Physical demands are in excess of those of Sedentary work. Light work usually requires walking or standing to a significant degree.

**Stooping** - Bending body downward and forward. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

**Kneeling** - Bending legs at knees to come to rest on knee or knees.

**Crouching** - Bending body downward and forward by bending legs and spine.

**Crawling** - Moving about on hands and knees or hands and feet.

**Reaching** - Extending hand(s) and arm(s) in any direction.

**Handling** - Seizing, holding, grasping, turning, or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand.

**Fingering** - Picking, pinching, or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.

**Feeling** - Perceiving attributes of objects, such as size, shape, temperature, or texture, by touching with skin, particularly that of fingertips.

**Talking** - Expressing or exchanging ideas by means of the spoken word. Talking is important for those activities in which workers must impart oral information to clients or to the public, and in those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

**Hearing** - perceiving the nature of sounds. Used for those activities that require ability to receive detailed information through oral communication.

**Synthesizing** - To combine or integrate data to discover facts and/or develop knowledge or creative concepts and/or interpretations.

**Negotiating** - Exchanging ideas, information, and opinions with others to formulate policies and programs and/or jointly arrive at decisions, conclusions, solutions, or solve disputes.

**Communicating** - Talking with and/or listening to and/or signaling people to convey or exchange information, includes giving/ receiving assignments and/or directions.

**Instructioning** - Teaching subject matter to others, or training others through explanation, demonstration, and supervised practice; or making recommendations on the basis of technical disciplines.

**Interpersonal Skills/Behaviors** - Dealing with individuals with a range of moods and behaviors in a tactful, congenial, personal manner so as not to alienate or antagonize them.