

**Executive Services Administrator**

Organization Relationships:

Reports directly to the Accounting/Office Manager, President (General Manager) and Board of Directors. Assists and works in conjunction with other management and administrative personnel.

Staff Supervision: Executive Services Administrator will supervise the Administrative Assistant.

Hours of Work: Monday-Friday, 8am to 4pm

**Job Overview:**

The Executive Services Administrator will be in charge of shareholder relations, commercial property administration and facilitation of the Board of Directors. Other duties will include: coordination of annual meeting, executive support to President/GM and other duties as assigned.

**MAJOR DUTIES & RESPONSIBILITIES**

**Shareholder Relations**

* Maintain files and records in the capacity of Stock Transfer Agent for shareholders of the corporation using the Shareholder Management System
* Provide assistance to shareholders in all stock transfer and distribution related issues.
* Assist in processing shareholder distributions as directed by BOD
* Design and prepare the corporate annual report and coordinate the Annual Shaan Seet Shareholder meeting including: timeline, annual meeting notification and packet to shareholders, arrange meeting facility and online access, shareholder incentives, meal preparation, voter certification, necessary travel arrangements and record, compile and distribute meeting minutes
* Create and maintain a procedure manual for shareholder paperwork and stock transfers
* Assist with the management of ITF accounts
* Produce quarterly newsletter

**Commercial Property Administration**

*Trailer Park, Residential and Commercial Rentals*

* Establish new tenant files for trailer court tenants including all other required documents.
* Coordination with Accounts Receivable to ensure proper documents are scanned electronically and new tenant files are set up on QB and Buildium.
* Prepare and deliver Warning Notices and Notices to Quit as approved by General or Accounting/Office Managers. Ensure that all notices are recorded in both electronic and hard copy files.
* Follow up on compliance after notices have been delivered in the timelines specified in the notice.
* Work with Property Maintenance staff to keep Trailer Court and residential rentals clean & safe for all tenants.
* Advertise and show available rentals and lots in Trailer Court.
* Assist with new tenant move ins.
* Facilitate move outs and closing out tenant accounts.
* Facilitate communication with Property Maintenance staff on needed repairs and maintenance of all rentals.
* Facilitate communications in the event of an emergency.

*False Island Storage Yard:*

* Be the first responder to inquiries about space rental at the yard. Facilitate communication with the Property Maintenance staff for scheduling deliveries to and from the yard.
* Establish new tenant files for storage yard customers. Deliver a copy of Property Information form to Accounts Receivable once completed and ensure new tenant files are set up on QB and Buildium.
* When property is removed from the yard without notice, follow-up with tenant to determine situation. Communicate any billing changes to Accounts Receivable as soon as possible.
* Follow up on notices from Property Maintenance staff for tenants in non-compliance with Rental Agreement. Prepare warning or repossession notices for approval as needed. Deliver notices as directed.
* Facilitate communications in the event of an emergency.
* Maintain the condition and integrity of utilities on the property.

**Board of Directors**

* Generate and maintain records for the BOD and President which include: meeting agenda and Board packets, attendance records, meeting minutes, resolutions and corporate and shareholder correspondence.
* Attend all Board of Director and Committee meetings for the purpose of transcribing, compiling and distributing the official corporate minutes.
* Provide assistance to the President, Board of Directors and General Manager in the preparation of proposals, reports, resolutions, data and research papers.
* Perform other duties as requested by the Board of Directors, General Manager and President.

**General Clerical Duties:**

* Compile, proofread and edit drafts of documents and reports, as requested.
* Create and maintain filing system for corporate records including: all Board of Directors and shareholder records, corporate licenses/permits, company assets including real property and vehicles, operation manuals for office equipment.
* Provide back-up support for accounts receivable and Admin Assistant as requested. discrepancies.
* Assist in the upkeep of the Buildium management system.

**Requirements and Qualifications (our wish list):**

* High school degree minimum; additional degrees or certifications a plus
* Must possess excellent “people” skills, including conflict resolution.
* Excellent organizational and time management skills.
* Successful work experience in shareholder relations, property management and/or Board facilitation a plus.
* Previous experience in a supervisory position.
* Strong working knowledge of office procedures and protocols
* Proficiency with computer systems, including experience with office management software including Microsoft Office suite. Property management software and QuickBooks experience a plus.
* Comfortable using all necessary office equipment, including phone systems, printers and fax machines
* Excellent communication skills, written and verbal
* Commitment to discretion and confidentiality concerning sensitive company, shareholder and tenant information
* A proactive mindset, good problem-solving skills and the ability to multitask.