**OWNERS CORPORATION VA**
**JOB DESCRIPTION**

## JOB PURPOSE

**Department**
Operations

**Reports to**
Client Success Leader

**Overview**
The Owners Corporation Virtual Assistant provides end-to-end administrative and operational support across Owners Corporation (OC) activities. The role supports both routine day-to-day functions and more complex governance, compliance, and meeting-related processes, including committee meetings and Annual General Meetings (AGMs).

This position involves a mix of structured, repeatable tasks and work that requires sound judgment, problem-solving, and the ability to manage multiple priorities. The role suits someone who is highly organised, adaptable, and able to apply strong transferable skills in a fast-paced, process-driven environment.

## KEY RESPONSIBILITIES

**Administrative & Operational Support**
- Manage OC inboxes and correspondence
- Maintain accurate OC records, registers, and documentation
- Prepare and issue notices, letters, and communications using templates
- Track tasks, requests, and follow-ups to ensure timely completion
- Ensure documentation aligns with compliance and governance requirements

**Owner, Committee & Stakeholder Coordination**
- Respond to enquiries from lot owners, committee members, and stakeholders
- Liaise with contractors, building managers, and service providers
- Coordinate maintenance requests, access, quotes, and follow-ups
- Escalate matters appropriately and track resolutions
- Maintain professional and clear communication at all times

**Financial & Compliance Support**
- Assist with invoice processing, levy notices, and payment tracking
- Support preparation of financial and administrative reports
- Monitor statutory deadlines, compliance obligations, and insurance requirements
- Assist with insurance documentation, certificates, and renewals

**Meetings & AGM Coordination**
- Coordinate and support committee meetings and Annual General Meetings (AGMs)
- Prepare meeting notices, agendas, proxy forms, and supporting papers
- Manage meeting schedules, logistics, and stakeholder communication

- Run AGMs and attend to client -facing meetings as required
- Prepare accurate minutes and formal records
- Track motions, resolutions, and post-meeting action items
- Maintain compliant meeting documentation and governance records

**General & Ad-hoc Support**

- Follow established systems and workflows while adapting to changing priorities
- Support process improvements and operational efficiency
- Assist with additional administrative or project-based tasks as required

## JOB SKILLS AND REQUIREMENTS

Technical & Transferable Skills

- ✓ Strong organisational and time-management skills
- ✓ High attention to detail across routine and high-responsibility tasks
- ✓ Strong written and verbal communication skills
- ✓ Confidence interacting with clients and stakeholders in a professional setting
- ✓ Strong problem-solving and judgment skills
- ✓ Ability to quickly learn Owners Corporation processes and terminology
- ✓ Competence in Microsoft Office / Google Workspace and digital tools

Experience & Knowledge

- ✓ Experience managing inboxes, calendars, and documentation
- ✓ Previous experience in administration, property, strata, real estate, or operations support is advantageous but not essential
- ✓ Experience supporting meetings, documentation, or compliance processes is highly regarded
- ✓ Understanding of Owners Corporation or strata management processes is beneficial but not required — training will be provided for the right candidate

Personal Attributes

- ✓ Professional, reliable, and accountable
- ✓ Comfortable handling responsibility and visibility in meetings
- ✓ Adaptable and able to manage varied workloads
- ✓ Process-driven with strong follow-through
- ✓ Capable of applying transferable skills in new or evolving situations

## TECHNICAL REQUIREMENTS

- ✓ Reliable desktop or laptop (minimum Intel Core i3 or equivalent)
- ✓ At least 8GB RAM and 256GB available storage
- ✓ Windows 10 or later
- ✓ Stable internet connection (50 Mbps or higher)
- ✓ Headset with noise-cancellation microphone
- ✓ Webcam for meetings and training
- ✓ Ability to install remote access and work-related applications
- ✓ Access to Microsoft Office, PDF editor, email, & communication tools (Outlook, Word, Excel)
- ✓ Quiet and dedicated workspace with reliable electricity

**COMPANY VALUES**

**Mantra:** **Elevating Employee Opportunities**

**Core Values:**

**L** ove what you do
**E** xpect to go above & beyond
**A** ct transparently (be honest and have integrity)
**R** un with your common sense
**N** ever accept the status quo (find a better way)

**Team Engagement, Development & Retention**

- Inspires and engages colleagues to maximise productivity and effectiveness
- Develop a positive work environment
- Promotes automation and efficiency
- Initiative to learn, grow and stay with the team

To summarise, it is not the intent by way of this Job Description to limit the flexibility required, scope or responsibilities of this role, but to highlight the most important aspects of your position.