

# Willow Brook Crossing HOA Board Member Responsibilities

Board/Committee members will need to possess or have access to a private secure computer (desktop or laptop), printer/document scanner, and secure internet access for the following online applications, service and vendor websites, to be able to create, update, upload and download files and folders, to maintain Business archives, create email responses, communication and other business documents;

MS outlook email, MS excel, MS word, Adobe, QuickBooks, DropBox, Facebook, WordPress, online banking, Jefferson Township, Franklin County Auditor, AEP, USPS, and other websites for research and reference.

Any previous experience with these applications, general accounting/bookkeeping, office managerial and/or social media standards and practices is desired.

## President/Vice-President/Secretary activities

- Daily monitoring of email boxes for new business activity
  - Identify review emails for follow-up of current business activity
    - Report/delete spam/junk and phishing email scams
    - Reply to valid requests for information
  - Manage vendor billings and correspondence
  - Investigate/communicate/reply to Homeowners
    - Architectural Exterior Improvement Applications
    - Formal complaints/concerns
  - Property Transfer requests from Title agencies
    - Investigate/communicate/reply to title companies regarding property sales/transfers
- Retrieve physical mail from Blacklick 43004 USPS mailbox
  - Minimum 1 day per week mail retrievals
  - Review/sort/process payments, billings and other correspondence
  - Maintain physical document file storage as needed
- Maintain DropBox online business record archives
  - Create/maintain file folder system
  - Grant/revoke access permissions for board/committee members
  - Scan/Copy physical documents as Adobe PDF file formats and save to appropriate online folders
  - Download/save email documents as Adobe PDF file formats to appropriate online folders
    - Create/maintain email archives from email boxes
  - Download/save online vendor invoices/communications to appropriate online folders
- Maintain/Audit Homeowner Lot Accounts/Vendor Accounts in QuickBooks
  - Update QuickBooks Lot Accounts/Vendor Accounts
    - Update account informational notes and contact information
  - Record HOA Dues Payments transaction fees/charges
  - Create monthly Lot Account receivable analysis workbook
  - Update Open Invoices dashboard excel spreadsheet
  - Update overdue invoice with monthly late fees/legal fees/covenant violation fees as necessary
    - Create Adobe PDF file of overdue invoices and submit to vendor for printing
    - Retrieve finished print job and prepare invoices for mailing deliver finished mailing to post office
    - Send emails of overdue invoices in QuickBooks
  - Create bank deposit advises for physical HOA dues checks and property transfer fees in excel workbook
    - Create PDF documents of bank deposits advices/receipts, save to DropBox folder
- Establish and Maintain Vendor relationships
  - Create QuickBooks billing and expense entries from invoices for payment
  - Solicit and review work orders and proposals for services for approval to proceed
  - Review and address maintenance contract concerns
  - Create requests for quotes/proposals

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- Daily monitoring and review of Facebook page and group activity
  - Identify valid homeowner issues of HOA concern
  - Respond to direct private messages and private group community posts as necessary
  - Create/monitor informational content posts and events
- Maintain public WordPress website
  - Update existing website content as needed
  - Create/publish new informational posts
    - Quarterly financial statements
    - Meeting minutes
    - News and information
- Identify/investigate common area maintenance issues and new improvement projects
  - Create project plans
  - Identify and engage vendors
- Plan Annual and supplemental HOA meetings as necessary
  - Find and book rental space for meetings
  - Write agendas and member communications to be physically mailed and emailed
  - Produce/create member notices and mailing materials
  - Produce/create online posting for Facebook and Website

## Treasurer Activities

### Weekly

- Verify and reconcile Huntington online banking account balances with QuickBooks balances
  - Investigate and correct accounting/bookkeeping issues
- Check email boxes for new vendor billings
  - Download all emailed invoice copies to drop box archive folders for attaching to QuickBooks entries
- Monitor QuickBooks for vendor billing due dates
- Enter new billings into QuickBooks for payments
  - Create billing entries in QB vendor account for payments
  - Create Huntington online bill payments for vendor billings
  - Access vendor websites to enter direct ACH online payments
  - Collect vendor payment confirmations from emails or websites
  - Enter Payment details in QB vendor accounts for reconciliations

### Monthly

- Budget statement maintenance using QuickBooks reporting
  - Download monthly online banking statements to Drop Box folder archives
  - Reconcile online banking statements with QuickBooks
  - Enter monthly billings into budget spreadsheets for reporting

### Quarterly

- Create quarterly financial statements of budgeted expenses and cash positions for website publications and meeting minutes and homeowner mailings

### Annually

- File 1120-H tax statements with the IRS
- Produce operating budgets for new fiscal year