



THE PRESERVE ASSOCIATION

"The Mission of the Preserve Association is to create and maintain a desirable place to live with a strong sense of community. The Preserve provides guidelines, facilities and services to its residents to achieve this end."

GENERAL MANAGER JOB DESCRIPTION

Purpose: The General Manager (GM), as head of staff, is responsible for the administration of the continuing operations of the Preserve Association.

Reports to: The GM receives direction from and is responsible to the Preserve Association Board of Directors.

Duties:

1. Personnel

The GM, as head of staff, is ultimately responsible for personnel administration and supervision within the policies adopted by the Preserve Association Board of Directors. An annual staffing plan will be developed and reviewed by the GM and the presented to the Preserve Association Board of Directors as part of the budget preparation process.

The GM is responsible for interviewing, hiring, and training staff. The GM prepares written job performance reviews for all staff members that are directly supervised by the manager and ensure job reviews are written annually on all other employees by their immediate supervisor. Salary administration, promotions and terminations are the sole responsibility of the GM.

2. Operations

A. **Property.** The GM assures that:

1. Common properties, equipment and other facilities of Preserve Association are inspected periodically;
2. Necessary maintenance, repair and replacements for such properties are performed correctly and when needed;
3. The Preserve Association's property is kept in compliance with required laws and ordinances.

- B. **Administration.** The GM coordinates all Preserve Association management matters and general administrative services including:
1. general correspondence;
 2. record keeping of legal documents, property deeds, construction plans, member rosters, financial statements, contracts, annual reports, minutes;
 3. development and administration of an effective complaint procedure;
 4. meeting arrangements and other administrative assistance for Board officers, the Board and Board committees;
 5. development and administration of effective volunteer leadership program including recruitment orientation, consultation and assistance;
 6. development and administration of appropriate contracting procedure;
 7. development and administration of effective personnel employment procedures including review of Employee Policy Manuals;
 8. development and administration of other aspects of the Preserve Association's general management plan and its detailed standard operating practices.
 9. Policy development and administration of data retention, security systems and general oversight.
- C. **Environment.** The GM assures that:
1. The Preserve Association's procedures and standards for design review (architectural control) are administered to create and preserve a quality living environment for the residents, in conjunction with the BoD.
 2. The Preserve Association's procedures and standards for environmental use (rules and regulations on property use) are enforced to conserve the quality of the living environment and to protect property values.
- D. **Communications.** The GM should be the catalyst in:
1. the preparation of a resident information pamphlet about the Preserve Association and the distribution of such to residents;
 2. keeping sales people informed as to appropriate informative material that is available and that should be discussed with perspective buyers;
 3. see that an Preserve Association newsletter and electronic communications are written and distributed;
 4. maintaining a current and robust website and web presence including but not limited to Face Book and other developing technologies;
 5. arranging, announcing and conducting effective Preserve Association Annual membership meetings;
 6. writing and distributing annual reports;
 7. maintaining cooperative relationships with nearby civic organizations, the business community, governmental agencies and neighbors.

- E. **Liability.** The GM assists the Preserve Association Board in protecting the interest of the Preserve Association and its people by advising and assisting the Board in its arrangements for:
 - 1. liability and damage insurance on the common property;
 - 2. taxes on Preserve Association property and income;
 - 3. services of the Preserve Association's auditor, attorney, and other consultants as are necessary.
- F. **Service.** The GM coordinates service provided by the Preserve Association to members adequately and on a timely basis including:
 - 1. recreational programming;
 - 2. hiring adequate staff for programs and facilities;
 - 3. programs and classes that are requested.

3. **Financial**

- A. Finances. The GM coordinates
 - 1. preparation of annual operations, budgets and long term budgets for capital improvements and replacements;
 - 2. billing and collection of dues, user fees and other receivables including action on delinquencies;
 - 3. establishment of checking, savings , long-term investment and other accounts and assures that they are maintained and reconciled;
 - 4. disbursements of payments on behalf of the association in accordance with board-approved budgets and verified vouchers;
 - 5. preparation on monthly financial reports including information regarding dues, income-expense comparison with budget and recommending to the board corrective action when necessary;
 - 6. preparation of year-end financial statements with Board's accountant in performing the audit and preparing tax reports.

4. **Policy**

It is imperative that the GM continually review the operations of the Preserve Association suggesting and implementing changes, reviewing established Preserve Association goals and provide directions in order to achieve these goals and to protect the Preserve Association from any liabilities. Among these things, the GM shall assist the board in its deliberation on, and the execution of, such Preserve Association Board policy decisions as:

- a) adoption of a general management plan
- b) adoption of standard operating practices
- c) adoption of annual programs and budgets
- d) determination of annual dues amounts
- e) award of contracts

- f) selection of an accountant/auditor and attorney
- g) and any other policies that help protect the Preserve Association.

Qualifications:

Minimum qualifications: Bachelor's Degree or an equivalent of education, training or experience. Education in the field of community relations, public administration, program management or other related field would be advantageous. Candidate must have experience with budgeting tools, with QuickBooks being preferred. Candidate must have been employed in an administrative supervisory position for a minimum of two years. General Manager must be personable and capable of interfacing and communicating with residents, business people, community officials and staff. Experience with project management. Proficient, accurate typing and computer skills using word processing and spreadsheets. Candidate must have a minimum of computer literacy in cyber security, word processing, spreadsheets, desk top publishing, QuickBooks and trouble shooting.

Preferred qualifications: Master's Degree in recreation, community education or public administration or other related field of work. Administrative experience in supervision, financial management, personnel, communications, project management, program management and facilities operations. Experience managing pool operations and staff a big plus. Landscaping experience and environment issues background also preferred.

Skills

- Excellent verbal and written communication
- Active listening
- Coordination
- Monitoring
- Social perceptiveness
- Critical thinking
- Judgment and decision making
- Management of material resources
- Management of financial resources
- Liaison
- Ambassadorship

Compensation

The compensation of the GM shall be fixed annually in accordance with salary schedule approved by the Preserve Association Board of Directors. The salary schedule shall be reviewed by the Board of Directors from time to time, but in no event less than once every year.

Reviewed 3/29/17