

HOAMCO General Manager Job Description

On-Site at Eldorado Community Improvement Association



Revision Date: March 2020



Reports to: VP and COO



FLSA Status: Non-Exempt

HOAMCO Culture:

HOAMCO team members are passionate and work independently, yet understand the value of teamwork. As a company, HOAMCO builds open and honest relationships through communication, and delivers exceptional customer service to each person we come in contact with.

Function & Role:

Under general supervision of the Vice President and Chief Operating Officer, the General Manager is responsible for the performance of the personnel and the maintenance of the physical property of the Association in accordance with established company and Board policies and procedures. This position works with the Association Board of Directors, HOAMCO, an assigned Accountant, and other assigned staff, as necessary, to fully manage the ongoing operation of the community. The manager will actively support community values, vision and philosophies, while demonstrating a style of leadership that allows residents' needs to be met with a high level of satisfaction.

Supervisory Responsibilities:

The General Manager supervises the Executive Assistant, Office Assistant, Operations Manager, Pool Manager and Covenant Compliance Coordinator.

Requirements:

Qualifications:

- Associates Degree or other equivalent experience.
- CMCA certified or higher management designation.
- Minimum 4 years experience as a Community Association Manager or other management experience.

Responsibilities and duties:

Management:

- Acquire and maintain a full working knowledge of all applicable State and Federal Regulations pertaining to common interest communities and of the governing documents of the Association.
- Develop and maintain a professional relationship with the Association Board of Directors.
- Facilitate and attend Association meetings.

HOAMCO General Manager Job Description

On-Site at Eldorado Community Improvement Association

- Be available to meet with the Board of Directors, property owner(s) and/or other pertinent parties directly involved in the operations of the property.
- Effective management of all on-site personnel to include personnel hiring, training, development, supervision, and evaluation.
- Adhere to and ensure that all on-site personnel understand and adhere to all guidelines, policies and procedures established by the Association and HOAMCO.
- Attend all appropriate HOAMCO training classes, meetings and seminars as requested.

Administrative and Financial:

- Prepare annual budgets for Board review and adoption.
- Create and prepare complete Board of Directors Packets, Agendas, and Management Reports.
- Ensure timely and accurate preparation of various weekly, monthly, quarterly, & annual reports.
- Answer electronic, paper, and telephone correspondence and respond to customer problem resolution.
- Adhere to, review, approve items provided by the Association or HOAMCO.
- Facilitate upkeep of residential files and and other records.
- Purchase supplies, obtain bids and/or request the preparation of contracts as necessary.
- Responsible for employee hiring, training, development, and performance management.
- Supervises expenditures to conform with budget guidelines
- Interface with resident and all on-site staff departments to achieve successful problem resolution.
- Review all correspondence being distributed on behalf of the Association.
- Ensure all Board approved directives and policies are implemented.
- Provide regular status updates to the Board on all ongoing projects and obtain Board feedback/approval as necessary. Identify issues and resolve questions related to the Association to minimize problems.
- Communicate with the Board, committees, community members and governmental agencies to protect and enhance the Association's interests.
- Facilitate resolution of conflicts and disputes when needed and where appropriate.
- Maintain the annual calendar of Association obligations.
- Perform regular property inspections.
- Liaison to Board appointed Committees and attend meetings as scheduled or as requested by the Board.
- Work with Committees to identify key areas of concern and achieve proactive solutions to community problems and challenges.
- Attend and participate in Board approved events, as well as other community social events as may be required or appropriate
- Provide timely information for publication via newsletter, flyer and/or website.
- Develop and manage the annual operating and capital budget requirements in accordance with the governing documents, state statutes and Board policies.
- Prepare, monitor and maintain a complete capital asset reserve program in concert with the governing documents, state statutes and Board policies.
- Formulate and oversee the effective, accurate and timely reporting of financial information and performance to the Board and Association.

HOAMCO General Manager Job Description

On-Site at Eldorado Community Improvement Association

- Approve invoices and expense forms and review the monthly financial reports for accuracy and research significant variances.
- Provide guidance, motivation and mentoring to employees to perform their job functions and develop programs to maintain employee moral.
- Prepare and conduct timely, accurate and objective performance reviews of all personnel managed.

Maintenance:

- Evaluate and oversee CC&R compliance process.
- Oversee the entire property's upkeep to ensure a safe, clean, well-lit presentation with excellent curb appeal.
- Oversee the entire maintenance staff to ensure the ongoing preventative maintenance program is carried out.

All HOAMCO Employees Possess:

- Ability to consistently project a positive image of the Company.
- Ability to prioritize tasks in a fast-paced environment, while handling interruptions as part of the routine.
- Strong team player, willing to help out and assist others when needed.
- Highly effective interpersonal skills and the ability to work well with others.
- Strong sense of and high standard for customer service.
- An enthusiastic, professional, and positive demeanor.
- Integrity and credibility.

All Eldorado Employees Possess:

Team Member is sincere, friendly, and professional without appearing pretentious or overly informal. Team Member displays a sense of urgency and goes beyond "basic" job responsibilities to achieve guest satisfaction. Team Member uses the "Five Feet Greet" creating a positive environment.

- Phone calls are answered in three rings. Team member answers phone calls with hospitality phrase and the Team Member's name and identifies the caller's needs.
- If calls go to voice mail, they are returned within 30 minutes if message is left during club hours.
- If placing a caller on hold, the duration of the hold is less than 60 seconds.
- Team Member thanks the caller for calling and/or offers a cordial farewell.
- Prior to completing the interaction, Team Member offers further assistance or asks, "Is there any other way I may be of service."
- Team Member adheres to published grooming standards, including good hygiene habits, professional appearance, and neatly groomed hair.
- Team Member must wear the correct name tag.

Job duties may be modified if necessary.