

HOAMCO Operations Manager Job Description

On-Site at Eldorado Community Improvement Association



Revision Date: March 2020



Reports to: General Manager



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 General Manager, the Operations Manager manages all association projects, meets with vendors, obtains proposals and reviews assets scheduled for replacement. Coordinates daily tasks and projects for maintenance team.

Supervisory Responsibilities:

Supervises the maintenance team.

Responsibilities and duties:

Project Management

- Provide feedback to committee members on their documentation of project scope statements to help ensure complete and understandable specifications
- Provide feedback on content of draft Capital Project Request Form before it goes for final committee review and possible forwarding to Finance Committee and/or Board
- Identify/select candidate vendors and get rough cost estimates based on specifications
- Coordinate with committee members to provide additional information where vendors request such before providing cost estimates
- Serve as liaison for all vendors or sub-contractors selected for work
- Serve as liaison for General Manager in obtaining bids for small projects or repairs
- Manage construction teams
- Plan and define projects
- Coordinate and oversee the execution of projects
- Manage all project schedules
- Monitor all project budgets
- Measure and report project progress to all committees, as appropriate

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Operations Management

- Oversee daily operations of ECIA facilities and amenities
- Identify and address problems and opportunities
- Manage budgeting, planning, reporting, and auditing
- Ensure regulatory compliance
- Develop operational policies and procedures
- Act as the liaison between the Eldorado Community Improvement Association office staff, General Manager, and Maintenance Team
- Prepare and distribute appropriate reports (to committees, management, and Board)
- Expected life of each asset not covered in Association Reserve annual review/report
- Confirm scheduled maintenance work is performed and update database to ensure actual costs replace estimated costs
- Be knowledgeable regarding the Association's budget in order to understand what is feasible to purchase, repair, and maintenance
- Develop and record expected life of each asset (those smaller items not covered in the Association Reserve Annual Audit)
- Define and record schedule intervals, including when inspections should take place and when maintenance may be required
- Oversee contracted vendor performance, including participating in final walk-through before formally ending projects
- Participate in the hiring of maintenance and pool operations staff
- Attend mandatory staff meetings

Swimming Pool:

- Provide overall oversight of all pool operations
- Oversee Pool Manager and lifeguards,
- Review chemical logs
- Periodic check of mechanical rooms

Stables:

- Oversee Maintenance Team
- Oversee maintenance schedule (provided by Stable Committee),
- Insure emergency snow plowing plan is followed
- Oversee completion of yearly planning calendar
- Oversee snow removal and other maintenance

Sport Courts:

- Oversee proper and timely installation and removal of wind screens,
- Oversee seasonal court maintenance
- Oversee all needed repairs

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Community Center:

- Oversee maintenance schedule
- Oversee snow removal procedures
- Parking lots
- Sidewalks
- Dog Park entrances
- Ensure proper Irrigation start up and shut off,
- Oversee annual building inspections,
- Oversee and manage security and lighting
- Manage landscape contractor
- Oversee athletic field maintenance

Compadres Park:

- Oversee maintenance and security

Hike and Bike Trails:

- Oversee maintenance

Greenbelts:

- Coordinate maintenance with Conservation Committee

Preserve:

- Coordinate maintenance and new construction with Conservation Committee

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.

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- 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.