

Job Description
General Manager

GENERAL DESCRIPTION:

1. Hired by and under the direction of the LSPOA Board of Directors (BOD). The General Manager (GM) is the Executive Officer and Administrator of the Association and is contracted by the LSPOA. Responsibilities include, but not limited to, the following:
 - a. Has the general charge, responsibility, and oversight of the properties and operations of the LSPOA.
 - b. Attendance in all Board Meetings, including any special meetings regarding impending issues and committee meetings, when requested.
 - c. Employs any assistants, staff and other employees that are deemed necessary for the proper administration and operation of the LSPOA. Shall delegate authority at his/her discretion and has authority over and directs all employees, including terminating for cause or lack of worthwhile work.
 - d. Includes a personal management goal to provide, by example, a motivating and supportive work climate, encouraging communication, team work, and creating the company culture, for all POA employees.
 - e. Maintains cordial relations with all persons entitled to the services of the LSPOA, attempts to resolve all public and employee complaints. Encourages positive citizen participation in the affairs of the Association.
 - f. Seeks to carry into effect the expressed policies of the BOD, and facilitates harmonious and constructive Board relations. Plans the short, medium, and long term work progress for all of the LSPOA projects with appropriate agencies and the BOD.
 - g. Represents the LSPOA to all outside agencies.
 - h. Communicates the goals, objectives, and priorities of the Board to the Community.
 - i. Familiar with Budget preparations and Reserve Studies.
 - j. Assures all required County, State, and Federal records and reports are compiled and submitted in a timely manner.
 - k. Knowledgeable in reviewing/preparing contracts, grants, and bid documents.
 - l. Defines and manages all capital improvement projects.
 - m. Legal Requirement: Background Check and Confidentiality Statement.
 - n. Certification: Community Association Certified Manager within 2 years.
 - o. Works well with others to promote the best decisions for the community.
 - p. Completes a variety of tasks within set time schedules.
 - q. Effectively works as a member of any problem-solving team.

PHYSICAL REQUIREMENTS:

1. Sitting, standing, stooping, bending, squatting, walking, driving (valid driver's license and insurance), close and distant vision, speaking, hearing, use of hands. Use of computer, phone, copier, facsimile machine, printer, and other related office machines, and access file storage facilities. Occasional lifting and carrying of 25 lbs., pushing and pulling.

ENVIRONMENTAL DEMANDS:

1. Outside

- a. Travel to do out-of-office business or overseeing outdoor projects in a variety of weather conditions, including rain, wind, snow, and heat +100 degrees.
 - b. Fumes/Gases Exposure to various smells, odors, infrequent exposure to fumes/dust from machines, road work.
2. Indoors
 - a. Usually works indoors in a temperature controlled environment.
 - b. Fumes/Gases Exposure to various colognes, perfumes, infrequent exposure to fumes/dust from office machines, heating or AC systems.
 - c. Noise Vibration, EMF exposure to business office machines.

MENTAL REQUIREMENTS:

1. Reading
 - a. Ability to read complex materials and instructions for computer software and hardware, letter, reports, memos, messages, keep up with legal changes.
2. Writing
 - a. Ability to write reports, memos, messages, and fill out information forms. Ability to use Microsoft Office software.
3. Technology
 - a. Ability to use Microsoft Office software: word, excel, power point, emails.
4. Math
 - a. Ability to work with mathematical concepts, such as algebra. Apply concepts, such as: fractions, percentages, ratios, and proportions to practical situations.
5. Attention to detail and project management
 - a. High level concentration and attention to detail for extended periods of time.
 - b. Critical thinking and management conflict, while managing multiple projects.
6. Judgement
 - a. Ability to manage, prioritize work, and make decisions regarding the operation of the services to the LSPOA community.
 - b. Ability to define problems, establish facts, research and collect data, and draw valid conclusions to provide prioritized recommendations and outcomes.
 - c. Ability to interact with others and formulate appropriate instructions to achieve desired goals.
 - d. Ability to interpret an extensive variety of audit instructions in mathematical or verbal form, and deal with several abstract and concrete variables.
7. Management
 - a. Open, share information on LSPOA status and direction, care about professional development of self and others, provide and promote a positive work environment and feedback, listen, strive to understand others with concern for all: owners, directors, and personnel.
8. Social Skills
 - a. Ability to relate cooperatively with members of the public, Directors, and LSPOA personnel on a constant and face-to-face basis, with a cool head, positive attitude, and sense of humor.
9. Communications Skills
 - a. Ability to quickly organize and communicate thoughts easily, written or graphically. Ability to understand communications from others. Able to give written and verbal reports to the Board and public at Board meetings.

EDUCATION/EXPERIENCE:

1. Bachelor's Degree or AA, combination with Managerial Experience is desired/or 3 years of related professional experience.
2. Experience with property management or building operations, such as staff/service contracts.
3. Strong working knowledge of customer service practices and principles.
4. Computer Proficiency of MS Word, Excel, Microsoft Office, Power Point and Email.
 - a. Additional beneficial experience:
5. Human Resources.
6. Bid process and follow through on projects.

WILLINGNESS TO ACQUIRE ADDITIONAL KNOWLEDGE AND UNDERSTANDING OF:

1. Payroll and benefits of employees.
2. Human Resources.
3. Financial office accounting process- budgeting through financial statements.
4. Billings and mailings to the property owners.
5. Governing documents of the Association.
6. Davis-Stirling Act and State regulatory statues.
7. Parliamentary Rules of Order for Meetings.
8. Street maintenance: to include overseeing resurfacing, chipping, and sealing.

COMPREHENSION/ UNDERSTANDING of:

1. BOD directives, as well as giving advice and perspectives.
2. The Reserve Study and prudent decisions regarding purchases.

KEY COMPETENCIES:

1. Written and verbal communication and presentation skills.
2. Mediation, negotiation, and dispute resolution skills.
3. Outstanding organization, project management and analytical skills. An ability to multi-task and re-prioritize a wide range of issues on a daily basis is essential.
4. Willingness to familiarize oneself with the duties of members of the staff.
5. Staying abreast of resident and off-site members' documents/status/violations.
6. Listens and communicates in a composed and professional demeanor under all circumstances.
7. Responds in a timely manner to phone calls and correspondence with accuracy.
8. Motivates staff to work as a team, by example. Listens to and shows respect for all staff members.
9. Direct and control all personnel and resources to ensure property is properly maintained and Association objectives are met.
10. Creates reports which depict accurate condition of progress of projects, keeping the BOD abreast of important changes. Makes clear and concise recommendations.
11. Maintaining a current inventory of machinery and supplies.
12. Acquiring bids on larger items/ projects to present to the Board, including negotiation and management of Contracts. Verifying proper licensing, bonding, and insurance of Contractors.
13. Helps prepare newsletter.
14. Weekly staff meetings, updates to and from staff.
15. Develops a working relationship with LSCSD GM.