

McNary Estates Homeowners' Association Duties & Responsibilities for the Position of General Manager

Summary:

The General Manager manages in accordance with the McNary Homeowners Association ByLaws, Declaration of Covenants Conditions and Restrictions (CC&R's) and the Architectural Design and Review Manual. The General Manager answers directly to the Board of Directors of the HOA and performs all necessary duties personally or through contractual agreement with a specific company.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be at least 18 years of age. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Preference will be given to current McNary Estates homeowners who qualify.

Knowledge:

This position requires a good knowledge of Homeowner Association Management or related experience in managing property, either personal or professionally. The individual occupying the position of General Manager should possess a minimum High School Diploma and have a minimum of two years experience in a similar position, or have obtained an Associates Degree in Business Administration.

Skills:

- Computer skills –Must be able to use a computer and have experience with Microsoft Word, Microsoft Excel and use an email program to send and receive email including attachments.
- Attend board meetings as required.
- Must possess and use good interpersonal skills with the board and the general public specifically homeowners.
- Must be punctual, efficient, an independent worker, a detail oriented person and possess good work habits.
- Must be able to perform and/or manage multiple tasks, projects and priorities concurrently with a positive attitude and approach.
- Ability to act professionally while performing the duties of the general manager.

Abilities/Competencies:

- **Integrity** – Adheres to appropriate and effective set of core values at all times. Core values to include integrity & respect, teamwork, passion for results, innovation and customer service. Ability to be direct and truthful; Present the straight-forward truth in an appropriate and helpful manner; Keeps confidences; Admits mistakes and doesn't misrepresent him/herself for personal gain.
- **Drive** – Pursues the job with energy, drive and a need to finish; can be counted on to achieve or exceed goals successfully; Energizes others by consistently pushing self and others with passion for results.
- **Communication** – Ability to relate to all kinds of people internally and externally; Works to build constructive and effective relationships; Practices attentive listening with patience and understanding; Accurately restates the opinions of others even when he/she disagrees; Writes clearly in a variety of communication settings and styles resulting in the desired effect.
- **Organization** – Allocates resources to get the job done efficiently; Able to coordinate multiple activities at once to accomplish goals; Arranges information and files in a useful manner; Anticipates and adjusts for problems or roadblocks; Evaluates results.
- **Customer Focus** – Dedicated to meeting the expectations and requirements of internal and external customers; Gets first-hand customer information and uses it for improvements in services; Acts with customers in mind while establishing and maintaining effective relationships with customers to gain their trust and respect.

Language Skills - Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, contractors and the general public.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed written or oral instructions given by the McNary Homeowners Association Board. Ability to recognize problems and provide options for solutions to those problems. These options would typically be brought to the HOA Board for discussion and decision making.

Mathematic Skills – Possess basic accounting and financial skills and has an ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area circumference and volume. Ability to apply the concepts of basic algebra, geometry and simple math.

Certificates, licenses, registrations – Must be legally employable by a U.S. business, hold a valid drivers license and satisfactory driving record are required. If driving own vehicle during working hours, proof of vehicle insurance is required as well as keeping a log of miles driven.

Physical Demands – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to talk or hear. Specific vision abilities required by this job include ability to adjust focus. The employee must regularly lift and/or move up to 25 pounds.

Work Environment – The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to quiet. The employee is exposed to outside weather conditions, cold and heat. The employee must have a home work station.

Minimum Hours/Vacation Leave:

- Must work the hours necessary to accomplish the essential duties in this position description and as determined by the board. Flexibility is a must.
- 3 weeks paid vacation per year is authorized by the board. The general manager will request time off at a board meeting and arrange for coverage at that time.

Essential Duties:

- Assists in the development of the Annual Budget in conjunction with the Finance Committee.
- Assists other committees as needed (Gate Committee, Architectural Review Committee, Community Affairs Committee, Garage Sale Committee) as directed by the board.
- Assists and follows direction from the McNary Homeowners Association Board, it's homeowners requests, HOA committees and others as needed.
- Confers with representative of Homeowner's Association or Board of Directors to collaborate and determine management priorities.
- Maintains good public relations and interacts with clients, customers in a positive, respectful and professional manner at all times.
- Attends board meetings, presents property manager report and assists in administrative tasks.
- Updates the Board on CC&R policies and procedures and provides information on current industry developments.
- Oversees projects, researches issues and presents the Board with recommendations.

- Determines work procedures, prepares work schedules and expedites work flow as determined by the HOA Board.
- Oversees the collection of the home owners' yearly dues assessment and CC&R fees assessments.
- Makes first contact with home owners on CC&R and ARCH rule violations.
- Works with the Board and the HOA attorney in delinquent collections.
- Tracks violations and citations by creating an ongoing spreadsheet.
- Directs activities of maintenance, special projects, grounds keeping; Determines who performs routine repairs and monitors security services and identify issues.
- Monitors street lights and notifies appropriate electric service when repairs are necessary.
- Keeps the HOA financial/legal records in a safe and secure storage area.
- Works with the Golf Course on common interest items as necessary.
- Coordinates with Keizer Police and Fire Departments on all safety issues and concerns.
- Organizes volunteer work parties as necessary.
- Coordinates with other sub associations within McNary Estates.
- Arranges for and obtains bids and oversees activities of contract service representatives such as landscapers, street sweepers, tree trimmers, gate repair, major repair contractors, utility service repairers, street signs, road repair/paint striping, curb repair, mail box Kiosks, storm drains and keeps the reserve study up to date.
- Provides authorization for payment of invoices/bills . The general manager has authorization from the board for a spending limitation of \$1500 to be reviewed at our monthly board meeting.
- Works closely with the bookkeeping service in paying the HOA bills.
- Keeps homeowners/lot register up to date and works with Realtors and Title Company's to ensure information is accurate and keeps the board and others updated on any changes.
- Ensures publication of the annual homeowners' phone directory takes place for the HOA and solicits advertisements for the phone directory.
- Investigates resident disturbances, violations or complaints and resolves problems in accordance with regulations established by the HOA Board and state law.
- Manages the compliance programs as approved under the direction of the HOA Board.
- General Manager is expected to perform any reasonable task requested by the HOA Board that falls within the qualification but not specifically described.