Position Description HPMA General Manager

General Responsibilities

The General Manager is responsible for the management and operations of the Hartstene Pointe Maintenance Association (HPMA) property and facilities in accordance with the Covenants, Conditions and Restrictions (CC&R's), Rules and Regulations (R & R's) and Policies of HPMA as directed by the HPMA Board of Directors. The General Manager reports to the Board President and performs with a minimum of supervision.

Duties

Under the general oversight of the Board of Directors and pursuant to any applicable policies or procedures adopted by the Board, the Manager is responsible for all aspects of day-to-day management, maintenance and upkeep of the common area, including the forest and vegetation, HPMA buildings and other facilities and the infrastructure and amenities of Hartstene Pointe. The Manager is expected to act independently with subsequent reports to the Board, except in instances where consultation with the Board is required. In those instances, the Manager is expected to bring recommendations and suggestions for alternative courses of action to the Board.

The General Manager's duties span multiple disciplines, including Accounting and Administration, Personnel Management and Development, Common Area Management, Maintenance Operations, Relationship Management and Governance. Specific duties include but are not limited to:

Accounting and Administration

- Monitor HPMA financial statements to ensure performance against annual budgets
- Basic understanding of accounting including but not limited to Balance sheets and Profit & Loss statements.
- Conduct research and provide data to the HPMA Treasurer in support of budget development, budget management and monthly reporting
- Supervise office activities including bookkeeping, accounts receivable, accounts payable, payroll and financial reporting
- Audit preparation
- Monitor internal controls
- Provide support for HPMA communications
- Approve routine purchases
- Condo Control Management Portal

Personnel Management and Development

- Determine staff structure and needs, assignments and schedules
- Determine hiring needs and conduct hiring process including candidate interviews and selection
- Direct, coach and train all HPMA employees

- Evaluate employee performance, administer corrective action as needed
- Determine and administer pay increases within budget established by the Board
- Manage employee terminations after consultation with the Board

Common Area Management

- Manage upkeep of common area
- Maintain forest and vegetation in accordance with BOD direction
- Implement hazard tree policy and all other common area policies as specified by BOD
- Provide recommendations and suggestions for alternative courses of action where appropriate

Maintenance Operations

- Identify, recommend, and execute needed maintenance projects
- Manage upkeep and maintenance of HPMA buildings
- Coordinate with third party consultants regarding reserve studies as required by law
- Identify prospective suppliers/vendors and serve as HPMA lead contact
- Prepare bid/RFP specifications for major maintenance projects, obtain quotes, evaluate bids and make recommendations to the Board
- Monitor contractor performance
- Supervise in-house maintenance work
- Schedule and lead pre-construction conferences with Permit Review Committee members, HPMA members, contractors and tradesmen
- Maintain HPMA equipment, inventories and supplies,
- Supervise HPMA Patrol function
- Coordinate and work closely with HPMA chartered committees, volunteer groups and projects

Relationship Management

- Review and respond to homeowner inquiries and concerns
- Effectively manage relations with property owners, government agencies, vendors and other 3rd parties; represent HPMA at professional HOA groups
- Emphasize strong customer service focus while keeping overall HPMA interests at forefront
- Demonstrate ability to manage conflict and influence others to build consensus among divergent opinions

Governance and Policy

- Understand HPMA governing documents at a level that allows location of applicable articles and sections, and provision of advice, during Board discussions and other applicable situations
- Make recommendations to Board on wording of motions as appropriate
- Serve as the lead contact with government agencies and utilities on behalf of HPMA

- Administer HPMA land use policies in accordance with governing documents and local ordinances under the direction of the Board
- Monitor permitted activities for compliance with governing documents and initiate corrective action if projects are not in compliance
- Enforcement and compliance of CC&Rs and Rules & Regulations and other respective governing documents as to property owner violations on a regular basis by conducting regular common area inspections.
- Oversee maintenance/update of governing documents as may be amended by the Board

Relationship with Board of Directors

The General Manager is the primary means of support for the Board in executing HPMA Business. The General Manager:

- Manages, with President, creation of Board Agendas and Board Packets for all Board meetings
- Provides continuity between the terms of elected Boards by acting as the source of institutional knowledge and memory
- Submits monthly written reports of activities and issues to the Board
- Advises the Board, through the Board President, of conditions and events outside the scope of normal operations that require immediate attention
- Attends all regularly scheduled HPMA Board meetings and functions and is available for emergency meetings
- Maintains confidentiality regarding Board decisions and activities

Relationship with Island House Committee and Owners

The Island Houses are duplex homes on platted residential lots where HPMA is responsible for the exterior maintenance. The General Manager is the primary means of support for communicating with the Island House Committee and responsible for the implementation of exterior maintenance of these homes.

Knowledge, Skills, Competencies and Experience

Required Knowledge, Skills

- 7+ years of experience in similar general manager role, direct supervision of employees, procurement, budgeting, and project management
- Knowledge of federal, state, and local laws, policies, and procedures as it applies to HPMA property management and governing documents
- Spreadsheet and basic database operations
- QuickBooks accounting software
- Basic equipment and building maintenance and repair
- General computer skills, including email Microsoft office applications

Preferred

CMCA Certification
Project Management Certification
CPR and first aid certification

Competencies

- Build partnerships: experience developing and leveraging relationships within the association and with external vendors, local and state governments to achieve results.
- Communication: ability to convey information and ideas clearly; strong oral and written communication skills, listening skills.
- Continuous Improvement: proactively acting to improve existing conditions and processes, identify opportunities and implement short and long-term solutions.
- Create a culture of trust: foster a work environment that encourages people to act with integrity and treat each other with respect. Sets an example by acting with integrity and respect with staff, the board, vendors and homeowners.
- Bias for strategic action: manages work interruptions and changes in priorities while still delivering on expected results and work projects.

Conditions of Employment

- Valid Washington State driver's license
- Pass pre-employment background, reference, financial check.

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