



Job Title: Assistant General Manager

Location: Birch Bay Village Community Club, Blaine, Washington

Reports To: General Manager or Board of Directors

Job Summary:

The Assistant General Manager at Birch Bay Village Community Club is responsible for overseeing and managing the day-to-day operations of the association. This role ensures the effective execution of community policies, maintenance of property standards, management of staff, and delivery of high-quality services to residents. The Assistant General Manager works closely with the General Manager and Board of Directors to implement strategic plans and uphold the community's standards and vision.

Key Responsibilities:

- **Operations Management:**
 - Oversee daily operations of the community, including administration, maintenance, amenities (golf & marina), and community events.
 - Ensure compliance with all local, state, and federal regulations.
 - Develop and enforce operational policies and procedures to maintain high standards of community living.
 - Monitor and evaluate the effectiveness of operations, implementing improvements as needed.
- **Staff Management:**
 - Lead, manage, and support the community staff, including maintenance, administrative, and security personnel.
 - Conduct regular performance evaluations and provide ongoing training and development opportunities.
 - Handle recruitment, onboarding, and employee relations issues in coordination with the GM.
- **Financial Management:**
 - Assist in maintaining accurate and up-to-date financial records, including accounts payable, accounts receivable, and general ledger entries.
 - Assist in the preparation of financial statements, audits, and tax filings
 - Prepare and process payroll, ensuring compliance with relevant laws and regulations.
 - Assist in the preparation and management of the annual budget, ensuring efficient use of resources.
 - Monitor operational expenses and ensure cost-effective service delivery.
 - Oversee the collection of assessments and other dues from homeowners.
 - Manage the accounts receivable process, including tracking payments and following up on delinquent accounts.
 - Work with legal counsel on lien filings and other collection actions as necessary.



- **Community/Owner Relations:**
 - Serve as the primary point of contact for residents concerning operational matters.
 - Foster positive relationships with residents, address concerns, and resolve issues promptly.
 - Assist committees, clubs and staff with events and programs to enhance resident engagement and satisfaction.
- **Maintenance and Facility Management:**
 - Oversee the maintenance and repair of community facilities, common areas, and infrastructure.
 - Coordinate with contractors and vendors for repair and renovation projects, ensuring quality and timeliness.
 - Implement preventative maintenance programs to minimize disruptions and extend the life of community assets.
- **Covenant Enforcement:**
 - Work with the Compliance Officers to enforce the Club's Covenants, Conditions, and Restrictions (CC&Rs) fairly and consistently.
 - Conduct regular inspections to ensure compliance with community rules and regulations.
 - Address violations promptly and work with homeowners to resolve issues.
- **Safety and Security:**
 - Ensure that safety and security protocols are strictly followed throughout the community.
 - Regularly review and update emergency preparedness plans.
 - Coordinate with local law enforcement and emergency services as necessary.
- **Strategic Planning:**
 - Collaborate with the General Manager and Board of Directors to develop and implement long-term plans for the community.
 - Stay informed about industry trends and best practices to ensure the community remains competitive and desirable.
 - Assist in the planning and execution of capital improvement projects.

Qualifications:

- Bachelor's degree in Business Administration, Public Administration, or a related field.
- Minimum of 5 years of experience in operations management, preferably within a homeowners association or property management environment.
- Strong leadership, supervisory, and team management skills.
- Excellent communication and interpersonal skills.
- Proficient in budgeting, financial analysis, and resource management.
- Knowledge of covenant enforcement and legal processes related to homeowners associations.
- Knowledge of relevant local, state, and federal regulations.
- Ability to work effectively with a diverse community and board members.
- Strong organizational skills and attention to detail.
- Proficiency in Microsoft Office Suite and property management software.



Preferred Qualifications:

- Certification in Community Association Management (e.g., CMCA, AMS, PCAM).
- Experience managing large-scale communities with multiple amenities and facilities.

Working Conditions:

- The role requires working both in an office setting and in the field, with occasional evening and weekend hours to attend meetings or community events.
- Must be able to respond to emergencies on a 24/7 basis as needed.

Birch Bay Village Community Club is an equal-opportunity employer.