



WASHINGTON

ASSISTANT GENERAL MANAGER

\$90,000 - \$120,000

Plus Excellent Benefits

Apply by

May 11, 2025

(First Review, Open Until Filled)

PROTHMAN



THE COMMUNITY



Birch Bay Village Community Club (BBVCC) is a large-scale community association located in the northwest corner of Washington State, just 36 miles south of Vancouver, British Columbia, Canada, and 110 miles north Seattle, Washington.

BBVCC is located in the Birch Bay Urban Growth Area (UGA), which covers approximately 5.63 square miles, and is the fastest growing growth area in Whatcom County, along with one of the largest in the State of Washington with a population growth projection of more than 12,822 by 2036. If incorporated, Birch Bay would be the fourth largest city in Whatcom County.

Currently, a group of interested citizens have formed the Birch Bay Incorporation Association to study incorporation, including cost of services and possible revenues. Within the next couple of years after completing the necessary studies and presenting information to the County Council, it is anticipated that UGA voters will weigh in on whether or not Birch Bay will become a city. In the meantime, the majority of public services are provided by Whatcom County, and other special districts such as the Birch Bay Water Sewer District, Whatcom Library District, City of Blaine, and the Birch Bay Park & Recreation District.

Adjacent to the UGA on the shores of Drayton Harbor, the City of Blaine covers 3.3 square miles and is home to 6,200 residents. Blaine's economy is primarily driven by cross-border trade, manufacturing, and recreation and tourism centered on its historic downtown and the harbor area, which boasts a rich maritime history. Blaine is home to the third busiest U.S./Canada border crossing with millions of visitors passing through the City each year.



Blaine and Birch Bay host several unique festivals celebrating their culture and community. In Blaine, the Blaine Harbor Music Festival in July features jazz performances and student workshops, while the Wings Over Water Northwest Birding Festival in March highlights the region's diverse bird population. The Old-Fashioned 4th of July Celebration includes a parade, car show, and fireworks over Drayton Harbor. In October, the Harbor Harvest Festival welcomes fall with live music and local vendors, and the Blaine OysterFest in May celebrates the town's seafood heritage. In Birch Bay, the Chamber of Commerce sponsors many resident and visitor events throughout the year including the Kite Festival, 4th of July Celebration, Sand Sculpture Competition, Rollback Weekend Car Show, Derby Days, Trick-or-Treat on the Berm, and Ring of Fire on December 31st, and the Polar Beach Plunge in January.

For sports and outdoor enthusiasts, the area offers year-round outdoor recreational opportunities including numerous hiking and biking trails, camping, skiing, sailing, bird and whale watching, lake and river sport fishing, clamming, crabbing, and more. The foothills of the Cascade Mountain Range are also just 25 miles east with easy access to the Mt. Baker wilderness and Mt. Baker Ski Area. The region is also home to one of the state's premier vacation destinations, the four-star Semiahmoo Resort & Spa, offering luxury accommodations, fine dining, a full-service spa, and breathtaking views of Semiahmoo Bay. For golf enthusiasts, the region is home to several courses including the Loomis Trail Golf Club, the Semiahmoo Golf & Country Club, and the Birch Bay Valley Golf Club.

Nearby higher education opportunities include Western Washington University, Whatcom Community College, and Bellingham Technical College, all conveniently located just a 30-minute drive south, in Bellingham.

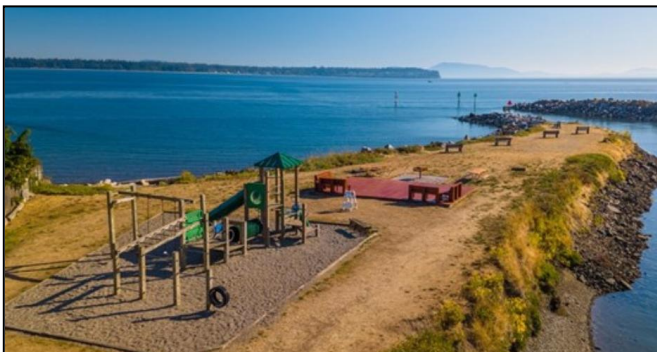
THE ORGANIZATION

BBVCC is a private, gated residential community situated on the northern shores of Birch Bay. This large-scale homeowner's association (HOA) encompasses 1,129 lots and a population of approximately 2,000 residents. Governed by a seven-member Board of Directors serving staggered three-year terms, BBVCC is supported by seven committees and numerous active resident clubs.

The HOA features a wide array of amenities including a 9-hole executive golf course (with two pin placements allowing for 18-hole play), a 250-slip marina with direct access to Birch Bay and the Salish Sea, a swimming pool, tennis and pickleball courts, multiple parks, walking trails, and private beaches, which provide opportunities for relaxation, beachcombing, and outdoor fun. In addition, BBVCC has a central clubhouse that serves as a hub for social events, meetings, and community gatherings.

BBVCC provides a safe and quiet living environment with 24/7 gated security provided by a private firm. The Village is known for its serene atmosphere, making it a popular choice for retirees, vacation homeowners, and families seeking a close-knit, community-oriented lifestyle. The HOA manages all maintenance, security, and community improvements, ensuring a well-kept and appealing environment. Residents pay an annual assessment of \$2,587, which supports operations and amenity maintenance.

BBVCC has 13 full-time and between 2 and 15 part-time seasonal employees depending on the time of the year. The organization operates on a 2025 total budget of \$4 million, which includes a \$2.8 million operating budget and \$1.1 million in reserve funds. Reserve funds are maintained for the marina, roads and drainage, and general infrastructure.



THE POSITION

Reporting directly to the General Manager, the Assistant General Manager (AGM) is responsible for overseeing and managing the day-to-day operations of the association. This role ensures the effective implementation of community policies, upholds property standards, supervises staff, and supports the delivery of high-quality services to residents. The AGM works closely with the General Manager and Board of Directors to carry out strategic initiatives and maintain the community's vision and standards. The AGM will take the lead on daily operational management, allowing the General Manager to focus on broader initiatives such as strategic and comprehensive planning, financial system upgrades, and community engagement efforts. While residency within the community is not required, living nearby would be beneficial for accessibility and responsiveness.

To review the full responsibilities of this position, please view the full job description [here](#).



OPPORTUNITIES & PRIORITIES

- The General Manager has been addressing extensive deferred maintenance across the Village, but the scope of work is broad and ongoing. The AGM will work alongside the General Manager to address many aspects of the community that need attention, which will require continued focus and hands-on coordination.
- The HOA currently does not have a strategic or comprehensive plan, and its financial management and CRM software is in need of conversion. Recent changes to RCW regulations also require all foundational documents, including policies, procedures, and bylaws, to be reviewed and updated by January 2028. The AGM may be involved in helping to bring these documents and programs into compliance.

THE IDEAL CANDIDATE

Education & Experience:

A bachelor's degree in business administration, public administration, or a related field, and a minimum of five (5) years of experience in operations management, preferably within a homeowner's association or property management environment is required.

It is preferred that candidates have a certification in Community Association Management (e.g., CMCA, AMS, PCAM) and experience managing large-scale communities with multiple amenities and facilities.

Necessary Knowledge, Skills, and Abilities:

- Strong leadership, supervisory, and team management skills.
- Excellent communication and interpersonal skills, both verbally and in writing.
- Proficient in budgeting, financial analysis, and resource management.
- Knowledge of covenant enforcement and legal processes related to homeowner's associations, including 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.
- Experience with Human Resources management, including supervision and employee evaluations.
- Skill in project management with a proven track record of delivering results.
- A basic understanding of facilities operations, including maintenance and replacement procedures.

- Contract management and negotiation skills, particularly in a service-related environment.
- Strong customer service orientation with the proven ability to take a professional and responsive approach.
- The ideal candidate will be energetic, confident, and a high-performer capable of managing multiple responsibilities.
- Diplomatic and tactful, especially in interpersonal communication
- The ideal candidate will be resilient and composed under pressure, maintain a light touch in conflict resolution, and remain emotionally mature to handle challenges calmly.
- Skill as a natural problem solver with the ability to say "no" while explaining the "why" without creating conflict or resentment.

COMPENSATION & BENEFITS

- **\$90,000 - \$120,000 DOQ**
- Medical/Dental Plans (89% paid by BBVCC)
- Voluntary Vision, Voluntary Life & AD&D, Voluntary Critical Illness & Voluntary Accident
- Vacation – Increases with Longevity
- 9 Paid Holidays
- Simple IRA – 3% Company Match
- Sick Leave – 1 Hours Accrued Every 40 Hours Worked

**For more information on
the Birch Bay Village Community
Club, please visit:**

www.bbvcc.com



The Birch Bay Village Community Club is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **May 11, 2025** (First Review, Open Until Filled.) Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To **apply online**, go to **www.prothman.com** and click on "Open Recruitments", select "**Birch Bay Village Community Club, WA – Assistant General Manager**" and click "**Apply Online**," or click [here](#). Resumes, cover letters, and supplemental questions can be uploaded once you have logged in.



www.prothman.com

206.368.0050