

POSITION DESCRIPTION

TITLE: GENERAL MANAGER

REPORTS TO: Board of Directors

SUPERVISES: Other on-site staff

SCOPE OF WORK: Position has responsibility for all day-to-day management and operations of the Condominium and Association.

RESPONSIBILITIES:

The General Manager is the principal on-site administrator and is responsible for the daily operation and management of the Association pursuant to the Association's governing documents and related policies and procedures established by the Association's Board of Directors ("Board"). The General Manager may not change policies but may recommend changes in policy to the Board. Further the General Manager will ensure effective communication and responsiveness by the Association to the owners either directly or by ensuring staff are delivering quality owner experience.

SPECIFIC DUTIES AND EXPECTATIONS:

Specific duties of the role shall include, but may not be limited to:

Communications

- The General Manager shall cause to be published and distributed notices to unit owners of all rules, regulations, meeting notices and such other notices or directives as may be promulgated or required by the Board and the Association from time to time, and shall participate as needed from time to time in legal proceedings to which the Association is a party.
- The General Manager shall prepare a Board meeting packet and provide to each Board member three (3) business days prior to each meeting of the Board (unless otherwise advised by the President or the Board).
- The General Manager shall supervise all routine service requests. This includes ensuring proper receipt and handling of calls from residents, maintaining complete records of calls and actions taken, notifying and consulting with the Board or President regarding major concerns on a timely basis and ensuring prompt response to all maintenance requests.
- The General Manager shall serve as the Association's primary point of contact with owners and residents of the Condominium, receive comments and attempt to resolve complaints in a timely manner, maintain a strong customer service orientation, and make every reasonable effort to build and maintain good relations with owners, residents and third-party vendors.

Board Interactions

- The General Manager shall provide the Board with administrative assistance as requested.
- The General Manager shall, as requested and directed by the Board of Directors, interact, as appropriate, with various Board-approved committees regarding objectives, goals, concerns and established procedures (as outlined in the Association's governing documents).
- The General Manager shall timely complete and present for signature and/or payment the annual report and other Department of Professional and Occupational and Regulation/Common Interest Community Board requirements.
- The General Manager shall as necessary and required, prepare for, organize, coordinate, and attend all Association Annual and Special Meetings, all Association or Board workshops, community meetings, committee meetings (as directed), town hall meetings, and monthly and special Board of Directors meetings. Prepare and present the General Manager's report at all monthly Board meetings and at the Association's annual meeting.
- The General Manager shall strictly adhere to the policies and procedures established by the Board.

Vendor Management

- The General Manager shall be responsible for the regular inspection and/or monitoring of the performance of all Association contractors to ensure that the quality and quantity of work or services meets contractual requirements. The General Manager shall, as necessary, cause the initiation of corrective action, including recommendations to the Board, to withhold payments or to terminate contracts. In accordance with best management practices, the General Manager shall arrange for inspection and acceptance of goods and services upon delivery and shall report to the Board on the status of all contractual work. All such contracts and orders shall be made in the name of the Association and shall be subject to the spending limitations set forth in the above paragraphs and the Annual Budget.

Association Finances

- With assistance from the Association's financial management agent, the General Manager shall each year prepare and submit to the Board, or its designated committee, if any, a proposed budget in accordance with the Association's governing documents, and taking into account the general condition of the Condominium and the Association. The General Manager shall manage the Association in conformity with the approved budget except for such deviations from the approved budget as may be authorized from time to time by the Board.
- In coordination with the Association's financial management agent, the General Manager shall submit information and documentation as necessary to facilitate the timely disbursement of sums due and payable by the Association.

- The General Manager shall cooperate fully with the Association's financial management agent and its independent certified public accountant in the preparation of financial records and in the conduct of the annual audit.
- In coordination with the Association's financial management agent, the General Manager shall supervise and direct the preparation for execution and delivery by the Association of all resale disclosure packets as mandated by the Virginia Condominium Act within the time period specified by law following receipt of a written request for such in conformance with such Act.
- Unless otherwise instructed by the Board, the General Manager shall assist the Board with and, cause to be placed and kept in force through competitively-selected insurance companies, all forms of insurance needed to protect adequately the interests of the Association, Board, and its employees and volunteers, including, but not limited to, worker's compensation insurance, general liability insurance, fire and extended coverage insurance, fidelity/employee dishonesty coverage, and Directors and Officers liability insurance.
- The General Manager shall obtain appropriate approvals or permissions for services to be purchased, and forward approved invoices to the Association's financial management agent for payment in a timely manner.
- The General Manager shall monitor and ensure the Association's insurance coverages are in force and meet applicable coverage requirements.

Buildings and Landscaping

- The General Manager shall conduct or cause to be conducted, on at least a weekly basis, routine inspections of common element facilities and grounds. Maintain a log of inspections. Shall make recommendations to the Board relating to aesthetic and safety concerns and maintenance/repair needs. Shall submit to the Board a monthly report of deficiencies noted and corrective action taken. The General Manager will, to the best of his ability, cause the Common Elements to be maintained and repaired by the Association's staff and contractors according to the highest standards reasonably achievable consistent with the approved budget.
- The General Manager should develop and maintain a strategic approach to landscaping and building maintenance consistent with Board guidance to ensure a thoughtful balance of proactive and reactive strategies to use the resources provided to achieve optimized outcomes for the Association.

General Items

- The General Manager shall maintain control and responsibility over Condominium-related keys and passwords to Association systems.
- The General Manager shall maintain petty cash reports.

- The General Manager shall maintain a current master vendor and contract list (including any contract term expiration dates and, as applicable, deadlines to give notice of non-renewal).
- The General Manager shall remain on-call for after-hours emergencies.
- Other than as contained in the approved budget, for any one (1) item of repair or replacement, GM is not authorized to nor shall he approve expenses which exceed two-tenths percent of the total annual assessment for common expenses pursuant to Article IV, Section 8 of the Bylaws unless approved by the Board; provided, however, that emergency repairs falling within Association responsibility (involving manifest danger to life or property, or immediately necessary for the preservation and safety of the property, or for the safety of the unit owners or residents) may be made by the General Manager irrespective of the cost limitation imposed by this paragraph. Notwithstanding this authority for emergency repairs, it is understood and agreed that the General Manager will, if at all practicable, attempt to confer with the President, or such other designated officer of the Association, prior to authorizing an emergency expenditure in excess of the amount specified in Article 4, Section 8 of the Bylaws and shall notify the Board in writing regarding every such emergency expenditure or commitment of Association funds within one business day after such expenditure.
- The General Manager shall not purchase supplies or materials or otherwise incur liability on behalf of the Association that will at any time exceed the amount specified in the Association Budget or Resolutions governing the same without prior approval of the Association President and Treasurer or the Board. Subject to the approval of the Board, the General Manager shall solicit and negotiate contracts for and on behalf of the Association and, when necessary, make arrangements for the purchase of necessary services as may be deemed advisable by the Board and in accordance with the adopted budget. The General Manger shall also place orders for such equipment, tools, appliances, materials, and supplies as are necessary for the proper operation of the Association. All such contracts and orders shall be made in the name and be the obligation of the Association, with all contracts signed by the Association's President or other authorized officer of the Association.
- The General Manager shall perform other duties as assigned.