

RULES AND REGULATIONS – PERSONNEL

CGCC JOB DESCRIPTION

GENERAL MANAGER

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The General Manager (GM) reports to the President and serves under the direction of the Board of Trustees. The GM is responsible for the overall operations of the Cape George Colony Club (CGCC). The GM shall communicate regularly and freely with the Board and assist and advise them as needed. The GM is responsible for managing all aspects of the Club including governance, service development and management, financial management, community maintenance, supervision, design review, communications, special projects, and long-range planning. All activities are to be consistent with the Club's Dedications and Restrictions, Articles of Incorporation, By-Laws, Rules and Regulations and applicable state and federal laws.

QUALIFICATIONS:

- Organizational skills – self-motivated, and project management oriented with the ability to prioritize tasks, supervise staff, handle a complex budget and a diversity of daily issues and escalations.
- Accounting skills – accounts payable, state, and federal taxes, payroll, budget preparation, etc.
- Communication skills - public speaking, interpersonal relations, problem solving, conflict resolution, and effective written and oral communication skills.
- Knowledge of a large plant operation - water system, roads, marina, swimming pool, exercise room, workshop, and community buildings.
- Proficient with office equipment and software - personal computers, word processing software, computerized accounting systems, copy machines, and other office machines.
- Previous homeowner's association management experience highly desirable.

RESPONSIBILITIES:

These include the following specific areas and are organized according to the following Authority Levels:

- A. General Manager performs the task independently and reports action to the Board when there is a problem.
- B. The General Manager performs the task and then must report the action to the Board.
- C. The General Manager must develop an action plan and then get Board authorization before acting.

1. Managing day to day operations.

- a. CGCC corporations conform to applicable Federal, State, and county laws, codes, and regulations..... (A)
- b. CGCC corporation conforms to all covenants, bylaws, and regulations (A)
- c. CGCC operations are conducted in a safe and legal manner..... (A)
- d. Off hour problems responded to in an appropriate manner..... (A)

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- e. Member complaints, concerns & inquiries are responded to in a timely, courteous, appropriate, and equitable manner.....(A)
- f. Comprehensive knowledge of the community, the facilities and its geography, topography, and mapping.....(A)
- g. Water system and Pool operations(A)

2. **Managing Assets**

- a. Water system runs per code, testing is done as required, records are maintained, reports are filed on time and water supply is reliable(A)
- b. CG assets (pool, marina, Clubhouse, parks, common areas, equipment, etc.) are maintained in a safe and functional condition. Routine maintenance is performed as appropriate.....(A)
- c. Maintain inventory of all assets.....(B)
- d. Develop and maintain SOPs for all assets.....(B)
- e. Obtain and maintain permits for maintenance of community facilities..... (B)

3. **Managing Finances**

- a. Ensures that CGCC Corporation operates per the current approved budget.....(A)
- b. Develops the annual budget in cooperation with the accounting service and finance committee for presentation to the Board and Club membership.....(C)
- c. Provides oversight-ensuring that all Accounts Payable are paid in a timely manner, and all appropriate payments are prepared and issued on time.....(A)
- d. Maintains the current accounting system with required records.(A)
- e. Recommends financial system improvements to the Board.....(C)
- f. Provides oversight ensuring that Payroll records and payments are prepared accurately and on time with approval of the treasurer.....(B)
- g. Provides oversight ensuring that tax records are maintained in a timely manner..... (B)
- h. Reviews and negotiates Insurance coverage in a timely manner to the best advantage of CGCC and ensures seamless coverage..... (C)
- i. Oversees all cash and investment accounts to assure optimum return while maintaining necessary cash flow required for month-to-month Club financial operations..... (A)
- j. Performs materials & services purchasing for CGCC projects and activities as needed, within budget, following accepted practices, and in a timely manner. A - for budgeted items and C - for non-budgeted items
- k. Advises the Board of budget deviations & fiscal problems in a timely manner..... (C)
- l. Reviews and updates reserve schedule annually. (C)
- m. Provides stringent supervision of Accounts Receivable activities ensuring that all accounts are kept current, and that income cash flow is maximized..... (A)
- n. Provides oversight of the monthly, quarterly, and year-end financial reports..... (A)
- o. Oversees all financial procedures of Administrative Officer and bookkeeping agency. (A)
- p. Provides backup for Accounts Receivable, Payroll, and Accounts Payable functions requiring working knowledge of the software program TOPS

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- (existing or future training) and Excel.....(A)
- q. Ensures that billing and collection of delinquent accounts are kept current.(A)
- r. Oversees coding procedures for payable, receivable, and reserve transfers.(A)
- s. Provides oversight of all financial policies and procedures in order to assure their accuracy, timeliness, and conformance with CG By-Laws and Financial Rules and Regulations.(B)
- t. Prepares resolutions for Board approval for all necessary reserve funds transfers, and transfers and/or oversees the transfer process to appropriate reserve accounts. .(C)
- u. Works in highly collaborative manner with the finance committee.....(A)
- v. Works in conjunction with outside accounting service and finance committee review to prepare for annual audit.(B)

4. Construction projects

- a. Project proposals are developed efficiently in a consultation with the Board and appropriate committees.....(C)
- b. Approved projects are completed in a timely manner with the most long-term, cost effective, and efficient methods of repair, maintenance, and construction.....(B)
- c. Appropriate permits are obtained, and necessary records are kept.....(B)
- d. Provides oversight over contractors and vendors and assures quality, timeliness, and adherence to the budget..... (A)
- e. Reports progress of ongoing construction projects to the Board on a monthly basis.(B)

5. Legal issues

- a. All records and violations are kept in a timely and appropriate manner in anticipation of possible legal action (A)
- b. Consultation with legal counsel is coordinated with the Board in a timely and appropriate manner(C)

6. Supervision of employees

- a. Makes sure that employees perform duties in an efficient, safe, courteous, and timely manner (A)
- b. Embraces and adheres to non-discrimination best practices and creates a supportive, collaborative work environment.....(A)
- c. Does an annual performance review of each employee and this is reviewed and signed by the President prior to review with the employee.....(A)
- d. Addresses performance and conduct issues with the employee in a timely fashion and forwards concerns to the President.....(A)
- e. Changes in job descriptions are recommended to Board as needed (C)
- f. New employees are recruited as needed.....(B)
- g. Employees are trained, educated, and mentored in safe and efficient work practices that conform to county, state, and federal regulations.....(A)
- h. Employee work schedules & assignments are prepared in an efficient and timely manner(A)

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7. Communication and Governance

- a. Coordinates and attends all Board Meetings, Annual Resident Meetings and other committee meetings as requested. Makes recommendations to the Board, where appropriate, on all matters relating to the Club.....(A)
- b. Assists the Club and its Board in maintaining ongoing compliance with its governing documents and state and federal statutes and regulations.....(A)
- c. Monthly agendas, reports and materials are prepared for the Study Sessions and Board meetings in a timely and appropriate manner(A)
- d. General Manager meets with committee chairpersons and is knowledgeable of and supports current and planned activities (A)
- e. An effective and cordial liaison is maintained with Board members, committees, and CG members(A)

8. Personal Responsibility

- a. Strong planning, leadership, people development and team-building abilities.....(A)
- b. Well respected with high degree of integrity, ethical conduct, and transparency.....(A)
- c. Diplomatic, respectful, and timely engagement with others(A)
- d. Practices the highest level of discretion.....(A)

9. Security

- a. Trespassers are dealt with per policy.....(A)
- b. Law Enforcement, fire and emergency officials are contacted appropriately.....(B)
- c. Works with the Emergency Preparedness Committee and implements an emergency plan when needed.....(B)

10. Other duties

- a. Other Board designated tasks are performed in a timely and efficient manner(A)
- a. Strategic and long-term planning and operational suggestions are made to the Board in an appropriate and timely manner(C)

Approved at Board of Trustees Meeting dated: May 14, 2009.

Approved at Executive Session Meeting dated: January 15, 2010.

Approved at Board of Trustees Meeting dated: January 27, 2022

Jane Ludwig, Secretary

Ray Graves, Vice President