

Position Available --- General Manager
SaddleBrooke HOA #1, Inc
64500 E. SaddleBrooke Blvd.
Tucson, AZ

Position Title: General Manager
Reports to: Board of Directors

Apply to: “The Search Committee”
at the above address

The Association:

SaddleBrooke is a large homeowners’ association, located sixteen miles north of downtown Tucson, Arizona. SaddleBrooke HOA#1 is a private residential community comprising 2,060 homes, located in the greater SaddleBrooke community comprising approximately 7,000 homes. HOA#1 has its own clubhouse, 27-hole golf course, fitness center, tennis facilities, and other recreational amenities. The clubhouse has a large dining/restaurant (Vistas) and lounge (Agave Lounge) along with a casual grill (Road Runner Grill). A three million dollar renovation of the entire clubhouse – including both kitchens, was completed within the last two years. More information pertaining to HOA#1 is available on its website at www.saddlebrooke.org.

Organization and Culture:

SaddleBrooke is basically an upscale retirement community with houses ranging from the low \$300,000 to over \$1,000,000. The homeowners arrive from all areas of the United States, with the average age being in the 60’s. Their career backgrounds are diverse and come from all sectors, including both private and public. SaddleBrooke is a very active community, with over 100 different clubs and organizations. The general manager, management staff and over 100 employees maintain and operate the association assets and amenities with limited outsourcing. The general manager reports to the Board of Directors, which is made up of seven homeowners typically elected for three-year terms. The Board is supported by 14 standing committees ranging from Finance, Long Range Planning, Safety and House to Golf and Tennis. Awareness of the importance of customer satisfaction, quality service, revenue growth, adhering to annual budgets, maintaining assets, protecting real estate values and enhancing lifestyle are critical objectives for the management team and the Board of Directors. Responding to homeowner needs and concerns on a considerate, timely and sincere basis is very important. The management team is informal in their work style with a results oriented and a customer satisfaction driven environment.

General Responsibilities:

The General Manager is responsible for the effective operation of all functions including, but not limited to: administration, financial planning (budgeting and forecasting), community relations, Food & Beverage operations, maintenance of buildings and grounds, and security services. The GM carries out these responsibilities through the department heads that report to him/her. In cooperation with and at the direction of the Board of Directors, the General Manager supports and furthers the goals of the Association and is responsible for the quality levels and standards in services and facilities.

Specific duties and tasks:

1. The GM is responsible for planning and managing departmental costs and inventory controls. This includes setting and meeting cost standards for all Association operations as determined by the Board of Directors:
 - Develop measurable business processes.
 - In cooperation with the Board of Directors, department heads and appropriate committees, prepares an Annual Operating Budget.
 - Develops and follows procedures which will result in achieving financial targets set by the Board of Directors.
 - Identifies and corrects financial variances promptly.
 - Reviews all financial statements for accuracy (i.e. operations, reserves, investments, etc.) and reports results to the Board of Directors monthly or on an as needed basis.
2. Administers personnel policies, reviews staff performance regularly and works closely with appropriate specialists and the Board of Directors to make effective hiring and terminating decisions:
 - Oversees development and implementation of directives, manuals, work schedules and operating policies approved by the Board of Directors.
 - Advises the Board when appointing or changing department managers.
 - Final selection approval within the hiring process.
 - Facilitates resolution of employee disputes.

- Delegates appropriate authority to employees and contractors.
 - Adjusts employee and contractor authority as deemed necessary in responding to changing conditions.
3. Promotes positive homeowner relations and effective intra-community dialogue:
- Advises the Board promptly on matters involving community betterment or resident disputes.
 - Participates in all scheduled Board and Association meetings.
 - Directs preparation and distribution of Association newsletters and other communications with homeowners.
 - Enforces Rules and Regulations in a uniform and consistent manner.
 - Summarizes community operations and performance at Board meetings and other public forums.
 - Oversees scheduling of homeowner activities and community social events.
4. Ensures effective development and operation of Board authorized committees:
- Works directly with the committee chairs to identify critical issues for consideration.
 - Attends committee meetings as frequently as possible, both to inform members and to secure feedback.
 - Receives and reviews suggestions for changes in procedure from committees and discusses the recommendations for the Board as appropriate. Follows up with implementation of Board decisions.
5. Establishes and maintains quality standards for HOA services, amenities and facilities:
- Conducts regular inspections to ensure that facilities remain in compliance with sound risk management and community quality standards.
 - Directs procurement of community insurance, including:
 - General Liability, Golf Courses and Automobile
 - Property
 - Directors and Officer's Liability
 - Coordinates and oversees all landscaping or maintenance contractors hired by the Association.
6. Performs other duties as assigned by the Board of Directors.

Personal Skills and Attributes:

Must demonstrate:

- Strong sense of urgency and inherent time management ability.
- Ability to manage people and provide feedback in a timely manner.
- Excellent people and leadership skills to interact with, motivate, coach and lead.
- Strong written and verbal communications skills.
- Driven, self-starter and hands-on approach essential.
- Self confidence and self motivation to provide the highest level of quality and service.
- Management skills as a team player with the ability to develop and articulate an effective flow of ideas and information. Create an atmosphere in which others want to participate.
- Ability to lead by example through a high energy level of enthusiasm and power of character.
- High standard of professional integrity and ethics. Demands excellence and sets high expectations

Required Education and Experience:

- Bachelor's Degree.
- 5-7 years experience as a General Manager of a community association.
- Knowledge and experience in financial and accounting principles.
- Knowledge and experience in the efficient management of a Food & Beverage Department.
- Knowledge and experience in the efficient management of all operations associated with Golf Course Maintenance, Golf Operations and the Golf Shop.

Benefits:

- Annual Salary: \$90,000 - \$130,000 based on experience.
- Health benefits plan and 401K.
- Paid Vacation and Sick Leave.
- Support for continued industry participation as appropriate.
- Reimbursement of relocation expenses negotiable.

Send applications to: The Search Committee, at the above address