

**Granliden Community Association
General Manager, Job Description**

Established in 1968, the Granliden Community Association is a 114-unit year-round residential family community located on 150 acres on Lake Sunapee in Sunapee, NH. Facilities include a private beach, marina, golf course, tennis courts, and other amenities.

The GCA General Manager's core duties are to efficiently and effectively manage the day to day functions of the Granliden on Sunapee community, as well as to work with the Board of Directors on matters including but not limited to policy matters and planning. The position consists of a mix of office as well as hands on work with the year round staff.

Responsibilities:

1. General Administration – Including but not limited to
 - a. Direct supervision of Administrative Assistant and Grounds Superintendent
 - b. Provide a high level of customer service
 - c. Answer questions and assist owners/residents
 - d. Document and maintain records
 - e. Review policy and make recommendations for policy generation
 - f. Deed restriction, bylaw, and rule enforcement

2. Financial Management
 - a. Understanding the association's financial position
 - b. Monitoring the budget and forecasting income and expenses monthly looking forward
 - c. Explaining positive and negative variances of actual v. budget as well as recommending how to deal with cost overrun
 - d. Manage effective accounts payable to ensure invoices are paid when due and that services are verified
 - e. Manage an effective collection policy that adheres to the association's documents
 - f. Develop annual budgets for operations, capital expenditures and townhouse painting
 - g. Work with accountant on preparation of tax returns and financial reports

3. Procurement of insurance
 - a. Looking at Association documents for authority, obligation and requirements
 - b. Knowing what maximum thresholds must be met
 - c. Liability and Casualty Insurance on association common property
 - d. Directors and Officers Insurance
 - e. Umbrella Liability coverage
 - f. Automobile coverage
 - g. Coverage for liability exposure on facilities, waterfront and drinking water system

4. Maintenance of common areas and recreational facilities
 - a. Operation and maintenance of Granliden Golf Course
 - i. Have general knowledge of golf facilities
 - ii. Ensure compliance with state regarding pesticides
 - iii. Use environmentally sound practices to maintain course in good conditions

- b. Operation and maintenance of waterfront and docking facilities
 - i. Interact with state and local agencies who have authority in these areas
 - ii. Ensure compliance with regulations regarding shoreland and wetlands
 - iii. Ensure that docks and moorings are safely installed annually and inspected by a diver.
 - iv. Annually assign open slips and moorings to members using accepted policies.
 - c. Operation and maintenance of swimming pool
 - i. Assure that pool is operating in compliance with State of NH administrative rules and regulations.
 - d. Operation and maintenance of tennis and playground facilities
 - e. Facilitate the care and maintenance of association grounds and maintenance equipment including snow removal.
 - f. Oversee completion of additional paid services including, but not limited to, individual unit snow clearing, trash collection, house check service, etc.
5. Operation and maintenance of drinking water distribution system
- a. Ensure the safe and sanitary day to day operation of the pumping and distribution system
 - b. Maintain records of system including any changes or improvements to the system
 - c. Oversee any repairs that may be necessary
 - d. Interact with State Department of Environmental Services, Drinking Water Bureau to ensure compliance with State and Federal regulations
 - e. Ensure that routing testing of water is completed, and all reports are submitted to the State of NH, DES in a timely manner
6. Internal Communication
- a. Coordinate communication among board members
 - b. Compile to-do lists and action items for Board, Manager and support staff
 - c. Ask for clarification when necessary
 - d. Be point of contact for Attorneys, Accountants, Insurance agents and other administrative professionals
 - e. Develop and present timely reports when requested
7. Assist the board on policy matters
- a. Evaluate current policies
 - i. Compliance with association documents and local laws
 - ii. Effectiveness of the policies
8. Community Communication
- a. Be point of contact for all community members
 - b. Communicate via email or mail on a regular basis to keep community members abreast of current events
 - c. Compile and distribute necessary materials for annual and special association meetings
9. Homeowner Assistance
- a. Assist Granliden homeowners when possible
 - i. Be able to determine when assistance is a true association function and when it is beyond duties but still the right thing to do or when the homeowner should be directed to assistance from another source
 - b. Manage homeowner use of association resources such as trucks and tools

- c. Work in conjunction with homeowners to ensure views are maintained through routine tree pruning and removal.

Professional Requirements:

1. Required
 - a. Be licensed at grade 1A for water distribution by State of NH, DES, or obtain said license within 9 months of employment.
2. Optional
 - a. Be licensed to acquire and spray turf pesticides or have a staff member who is licensed
 - b. Acquire certification or have staff who are Certified Pool Operators
3. Prior Experience
 - a. Five to ten years' experience with the operation of a resort community including, but not limited to the following facilities: golf, tennis, pool, playground, marina, and waterfront facilities
 - b. General management experience (financial, personnel, legal and regulatory compliance)
 - c. Interaction with and support of Community Association members including enforcement of rules, covenants, and service requests.
 - d. Interaction with government agencies including state, county, and local water, natural resources, environmental, highway, and administrative organizations.
4. Soft Skills
 - a. Ability to represent the Association's position and/or requirements as required with external organizations as well as at state, county, and local levels
 - b. Make recommendations and assess suggestions for improvements to Association facilities and amenities, including Community value and budget aspects.
 - c. Be a valued member of the Community, understanding, guiding, and ultimately following the direction as agreed with the Board
 - d. Strong negotiation skills, for both internal and external interactions
5. Miscellaneous
 - a. Provide on-call and emergency coverage for all Association infrastructure including but not limited to snow removal, fire alarms, water system alarms, etc.
 - b. Support special events and other Association activities
 - c. Ensure appropriate weekend coverage during the peak season (June – August)
6. Benefits
 - a. Vacation
 - b. Retirement
 - c. Insurance
 - d. Disability Insurance
 - e. Job related training and certification