

# High Rise General Building Manager

## Job Description

---

### OVERVIEW

Under general supervision and in association with the Board of Directors, the General Manager plans, directs, recommends, and implements policies and procedures to ensure the services required to maintain the common elements of the Association are provided in a first-class manner and in accordance with community rules and regulations.

This is a hands-on leadership position responsible for overseeing the operational, administrative, financial, human resources, maintenance and security functions of the community. The position requires the Community Association Manager be on call 24-hours a day, 7 days a week for emergency consultation in the event of incidents requiring management intervention. All services of the Community Association Manager are under the direct supervision of the Management Company and are performed as stated, in the Management agreement between the governing Board and the Management Company.

The General Manager also provides exemplary service in a manner consistent with the values and mission of the Management Company. They perform all responsibilities while demonstrating outstanding customer service skills as it relates to this function.

### RESPONSIBILITIES

**(May include some or all of the following as applicable)**

- Attend and participate weekly in training and Management Company staff meetings.
- Use Management Company software to compile, record and transact all business.
- Manages Board of Directors, homeowner and community relations.
- Supervises hiring and management of direct employees and supervises selection and management of outside vendor staffing to ensure personnel are capable of meeting the Association's goals with high standards in a hospitable, sensitive and courteous manner.
- Responsible for Association fiscal oversight including financial statement review, monthly financial reports and comprehension; reviewing same for accuracy and variance trends.
- Schedules and/or reviews staff assignments to assure adequate coverage while being conscious of working within the assigned budget.
- Plans, directs, and oversees implementation of comprehensive systems for protection of the community assets and records of the Association in a professional manner.
- Ensures all preventative maintenance procedures and policies are adhered to by engineering staff.
- Inspects community and facilities in order to determine maintenance and security needs.
- Documents, interviews and assists residents regarding complaints about direct employees and vendor staff conduct.
- Directs inspection of premises to detect hazards and to ensure that safety rules are posted and enforced.
- Promptly investigates and makes a full written report of all accidents or claims for property damage and personal injury relating to the ownership and maintenance of the common elements and operation of the Association, including damage or destruction to common elements.
- Assists in preparation of reports and insurance claims for damages to Association property, and coordinates repairs to be made in accordance with the Board of Directors' approval.
- Assists in preparation and posting of the agenda for meetings of the Association and committee meetings and supervises file and record management.
- Attends meetings of the Board of Directors and Annual or Special Meetings.
- Educates board members regarding legislative changes affecting the association.

- Provides a monthly management report to the Board of Directors with recommendations, as appropriate, to enhance community appearance and values.
- Maintains a professional relationship with the Board of Directors and homeowners, whose requests for services shall be received and recorded so that requests can be acted upon expeditiously. Any serious complaint shall be fully and promptly investigated and reported to the Board of Directors.
- Assists in development and preparation of annual draft budget for Board of Directors review and approval.
- As needed, assists in monitoring compliance with Rules and Regulations and shall implement procedures for handling violations.
- Drafts and signs correspondence and required notices in connection with homeowners who are in violation of the Declaration and Rules and Regulations.
- Maintains accurate records to follow up on rule violations. Acts as liaison with counsel if legal action is required.
- Solicits bids for maintenance, construction and other community projects, and participates in selection of contractors and vendors for furnishing of janitorial and maintenance services, water, electricity, gas, telephone, pool maintenance, exterminator service, repairs or reconstruction of structural improvements, preventive maintenance, and such other services deemed to be in the best interests of the Association and necessary in order to administer the Association in a first-class manner in accordance with the Declaration.
- Subject to the approval of the Board of Directors, supervises and monitors contractors providing services to the Association.
- Inspects the repair and maintenance of equipment and building components and reviews invoices to confirm work completion and contract compliance.
- Reviews and approves payroll for all direct employees.
- Reviews vendor invoices and confirms GL codes before payment by AP department.
- Tracks all architectural change requests by homeowners and serves as liaison with ARC.
- Communicates to the Board of Directors and homeowners, events that will affect their use and enjoyment of the Association's facilities.
- Assists with emergency situation preparation and implementation of preparedness protocol as designed and approved.
- Ensures all safety precautions and procedures are followed while performing duties.
- Ensures that team members follow all safety precautions and procedures while performing duties.
- Any other responsibilities as assigned by direct supervisor.
- Performs all responsibilities while demonstrating outstanding customer service skills representative of Management Company.

## **Requirements**

### **Education/Training/Certifications/Licenses:**

CMCA, AMS, PCAM preferred

### **Experience/Knowledge/Skills:**

Three (3) to five (5) years of community association management or related business experience and a thorough understanding of Utah HOA laws and regulations. High Rise management experience is preferred. Outstanding customer service, communication and interpersonal skills required. Effective written and verbal communication skills.

### **Computer literacy:**

Advanced command of computer hardware/software is required; specifically, proficient in the knowledge of Microsoft Office suite including but not limited to; Word, Excel, Power Point and Outlook.

### **Travel and availability requirements:**

May be required to travel for training sessions off-site on and as needed basis.  
Ability to work extended hours and weekends based on project requirements. Ability to respond to emergencies in a timely manner, 24/7.

**Physical Requirements:**

Ability to lift up to 50 lbs.; work in an upright standing or sitting position for long periods of time (will fluctuate day by day); handle, grasp and lift objects and packages; extensive use of fingers for typing and visual use of the computer monitor; reach with hands and arms; communicate, receive and exchange ideas and information by means of the spoken and written word; ability to quickly and easily navigate the property/building as required to meet the job functions; complete all required forms.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities are able to perform the essential functions.

**Working Conditions:**

The majority of work will be completed indoors in a temperature-controlled environment with little to moderate noise levels. May be required to walk/work outdoors to perform inspections or attend to other property needs.