



Making a Difference. Every Day.

[www.fsresidential.com](http://www.fsresidential.com)

## Position Description

<b>Position Title:</b>	<b>Executive Director Large Scale-Community HOA</b>	<b>Job Number: 3842</b>
<b>Apply To:</b>	The FirstService Residential Career Website at <b>and</b> email your resume directly to our President/CEO at <a href="mailto:jason.proudfit@fsresidential.com">jason.proudfit@fsresidential.com</a>	
<b>Department:</b>		
<b>FLSA Status:</b>	Exempt	<b>Last Updated:</b> July 27, 2015

## The Company

Do you aim high? Are you genuinely helpful? Are you looking for a place where you can make a difference, receive ongoing support and training, and build a rewarding, long-lasting career? Then you may be a good fit for FirstService Residential, North America's foremost property management firm. We're all about our associates, and as we continue to grow, we're looking for even more quality people who share our dedication to doing what's right, improving residents' quality of life, building great relationships and truly making a difference for their clients, their colleagues and themselves. Is that you? If so, we think you should get to know us.

## Job Responsibilities

Executive Director of large-scale community in Arizona. Association consists of 2,000+ homes. Community includes golf course, restaurants, fitness centers, pools, performing arts theater, and community centers. This is a high profile position with compensation at \$100K. Please apply on-line and email your resume directly to our President/CEO: [Jason.proudfit@fsresidential.com](mailto:Jason.proudfit@fsresidential.com)

## Essential Duties & Responsibilities

The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

- Responsible to the Board of Directors to carry out policies and directives.
- Oversee food and beverage operations for restaurants. In conjunction with Food and Beverage Managers, ensures personnel staffing and retention, operations, menu, pricing and marketing efforts are aligned to ensure successful execution in accordance with Board direction ensuring service and financial goals are met.
- Direct department heads in the overall day-to-day management, operation, and administration of the Association.
- Manage all facilities, assets and common property.



**Making a Difference. Every Day.**

[www.fsresidential.com](http://www.fsresidential.com)

- Coordinate, manage and direct all activities pertaining to personnel, finance, planning, operations, maintenance, safety and community services and programs through the utilization of hired staff, volunteer committees, outside contractors and consultants.
- Act as liaison and official representative for the Association with developers, governmental agencies and leaders, civic organizations, local businesses, commercial members and the general community.
- Recognize the need for special projects and communicate this need to the Board.
- Accomplish special projects and assignments as directed.
- Serve as the principal advisor to the Board of Directors on all matters of policy and community issues.
- Responsible for association policies and procedures adherence, compliance responsibilities for corporate, civil code, and state and federal obligations.
- Encourage, create and establish a strong sense of community through resident communication, programs, activities and management interaction.
- Prepares and executes all Board and Annual Membership Meetings.
- Create, or cause to be created, and implement the annual working budget and cash flow subject to approval by Board of Directors.
- Manages homeowner and Board of Director relationships to assist in retention and a high level of service including timely and complete resolution of homeowner concerns, coordinating special services and requests, and conducting formal and informal inspections.
- Responsible to ensure architectural control and enforcement is implemented and proper records are maintained.
- Follows safety procedures and maintains a safe work environment.
- Creates the culture needed to enhance, promote and execute daily positive interaction among members of the on-site team.
- Liaison for all committees, and attend committee meetings (as requested by Board of Directors), if applicable.
- Responsible for soliciting, receiving and reviewing all requests for proposals and preparing such for presentation to the Board for review and final selection/evaluation.
- Work with collections on delinquencies.

### **Additional Duties & Responsibilities**

- *Practice and adhere to FirstService Residential Global Service Standards.*
- *Conduct business at all times with the highest standards of personal, professional and ethical conduct.*
- *Perform or assist with any operations as required to maintain workflow and to meet schedules. Notify supervision of unusual equipment or operating problems and the need for additional material and supplies.*
- *May participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of*



Making a Difference. Every Day.

[www.fsresidential.com](http://www.fsresidential.com)

*knowledge pertaining to new developments, requirements, policies, and regulatory guidelines.*

- *Ensure all safety precautions are followed while performing the work.*
- *Follow all policies and Standard Operating Procedures as instructed by Management.*
- *Perform any range of special projects, tasks and other related duties as assigned.*

### Supervisory Responsibility

As assigned for the community.

### Education & Experience

- Minimum of ten years of successful high profile HOA management experience and responsible for a staff of no less than fifty (50) individuals, with an annual budget of not less than \$4 million.
- College degree.
- Industry designations: (CMCA, AMS, **PCAM**) preferred.
- Possess a true “CEO-minded” mentality, and will think and act accordingly.

### Knowledge, Skills & Proficiencies

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Executive decision-making capabilities.
- Possess budgetary/finance administration and controls.
- Strategic planning capabilities.
- Public charisma as evidenced by proven leadership skills.
- Has a proven track record working with Volunteer Committees and elected or appointed Board(s) of Directors.
- Technologically oriented.
- Demonstrates good client interaction and visibility.
- Demonstrates effective oral and written communication skills.
- Comprehension and attainment of all areas of the following skills: financial, written, verbal, negotiations, thoroughness, procedural comprehension and compliance.
- Excellent problem solver; demonstrates ability to use creative alternatives.

### Tools & Equipment Used

None



**Making a Difference. Every Day.**

[www.fsresidential.com](http://www.fsresidential.com)

## **Physical Requirements / Working Environment**

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job.

- Ability to lift up to 30 lbs. following appropriate safety procedures.
- Standing, sitting, walking and occasional climbing. The employee is required to work at a personal computer for extended periods of time as well as talking on the phone for extended periods of time.
- Attendance at evening meetings required.
- Ability to respond to emergencies in a timely manner.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Hours over and above normal office hours will occur, including evenings, holidays, and some weekends. Schedule is subject to change based on business needs.

## **Travel**

Driving when necessary.

## **Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties and responsibilities to this job at any time.