

Lake Cushman Maintenance Company

General Manager Job Responsibilities

As of _____, 2022

The General Manager shall perform high-level administrative, technical, and professional responsibilities in directing and supervising the administration of all departments of Lake Cushman Maintenance Company (LCMC); the homeowner's association of the Lake Cushman development. The General Manager exercises supervision over all LCMC employees, either directly or through subordinate managers, and works under policy guidance and the general direction of the LCMC Board of Directors via the Board President.

The following list is representative of the duties of the position. The list is not all inclusive. Duties may be added or removed by the Board of Directors, as needs of the organization change.

- As head of the LCMC's management team, manage and supervise all departments to achieve goals while utilizing available resources. Plan and organize workloads and staff assignments. Review progress and direct changes, as needed.
- Oversee LCMC personnel practices and provide direction, training, job performance evaluations, and discipline to subordinates in accordance with established policies, human resource principles and established labor law.
- Provide leadership and direction in the development of short- and long-range plans. Gather, interpret, and prepare data for studies, reports, and recommendations. Coordinate LCMC activities with Tacoma Public Utilities (TPU), the lake Cushman Company (LCC), county and state agencies, and other entities, as needed.
- Represent and promote the LCMC to outside groups such as councils, commissions, civic groups, and/or the general public.
- Obtain policy guidance from the Board of Directors and communicate plans, policies and procedures to staff and members.
- Determine work procedures, direct work schedules, and expedite workflow. Study and standardize procedures to improve efficiency and effectiveness of operations.
- Issue written and oral instructions; assign duties and examine work for accuracy, quality, and conformance to policies and procedures.
- Maintain harmony among workers and resolve grievances. Assist subordinates in performing duties; address errors and complaints.
- Recruit and hire LCMC Department Heads. Assure they have the necessary tools, material, personnel, training, certifications/licenses, and other requirements to perform their duties efficiently, and in compliance with LCMC operating policies, and applicable State & Federal regulatory requirements. If involuntary separation of a manger is deemed necessary, notify the Board President prior to taking action.
- Maintain overview to assure managers follow LCMC policy in hiring, appraising, and terminating their subordinate personnel. Assist as requested.
- Prepare, implement and oversee the budget; advise the Board of Directors at least quarterly on LCMC current financial condition, including current "budget busters", and items with potential for significantly impacting future expenses, income and goals.

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- Coordinate periodic review and update of LCMC’s reserve study. Assure appropriate action is being taken to establish and maintain adequate reserves and program projects for execution.
- Assure that assigned areas of responsibility perform within budget. Perform cost control activities and monitor revenues and expenditures to assure sound fiscal control. Assure effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Schedule a yearly visioning session with the Board of Directors, Department Managers and Committee Chairs. Moderate the meeting or arrange for an outside professional moderator. Members of the community (Lot Owners) shall be observers except that inclusion of community input at the appropriate time shall be implemented as possible.
- Schedule regular conflict resolution training classes for all staff, Committee Members and interested Board of Director Members.
- Coordinate periodic Roberts Rules of Order classes with the Board President. Participants should include new Directors and Committee Members. Inclusion of community members (Lot Owners) as observers shall be implemented as possible.
- Attend meetings of the Board of Directors, and membership meetings. Assist in establishing the agenda for such meetings, and participate as agreed to by the Board of Directors.
- Other duties of a similar or related nature.

_____ Date: _____
 Jeff Greb -Board President

_____ Date: _____
 -General Manager