

SUDDEN VALLEY COMMUNITY ASSOCIATION		
Job Description		
Job Title:	General Manager	
Department:	Administration	
Location:	Welcome Center	
Reports to:	Board of Directors	
Salary Range:	\$150,000 - \$200,000	FTE: 1.0
		Employee Classification: Exempt

Key Responsibilities:

The General Manager is the Chief Operating Officer of the Sudden Valley Community Association (SVCA) and oversees all aspects of the day-to-day operations of the Association. The SVCA General Manager is responsible for implementing the decisions, strategies, and policies of the Board of Directors. The General Manager works in partnership with the Management Team, ensuring collaboration and cooperation between all aspects of the Association.

The General Manager ensures the Association, its properties and facilities, are properly protected and is responsible for enforcing restrictive covenants, bylaws, policies, rules and regulations, and applicable ordinances while ensuring the Board is fully informed to the affairs of the Association as provided by the Articles of Incorporation, Bylaws, and laws of the State of Washington. The General Manager shall keep the Board informed of potential risks or liabilities.

The General Manager represents SVCA in a professional manner and always acts in the community’s best interest. The General Manager is responsible for all Association public relations, engages the community in the affairs of the Association, and keeps the community informed through multiple communication channels.

Description of Duties:

General:

- Represents SVCA with integrity and professionalism.
- Models behaviors expected throughout the organization including but not limited to collaboration, transparency, accountability, and a commitment to excellent customer service.
- Maintains professional and effective working relationships with the Board, Committees, Staff, Association members, and the general public.
- Educates members and public on all Association rules and standards.
- Performs other duties as assigned by the Board of Directors.

Governance:

- Supports the Association’s purpose, mission, and vision by implementing the Association’s strategic priorities.
- Attends all Board meetings and supports Board-directed committees and activities.
- Acts as an advisor to the Board on matters of the Association.
- Acts as the main staff liaison with the Board, planning team, and the Sudden Valley community.

- Directs the Management Team to assist as needed with committees that fall within their area of expertise.
- Provides support for all committees of the Association.
- Prepares or delegates the preparation of staff reports to the Board and Committees for review and consideration. Makes or delegates oral presentations to these bodies as necessary.
- Arranges for the drafting of correspondence and other documents for the President or Board to sign on behalf of the Association.
- Keeps the Board properly informed of any risks or liabilities to the Association.
- Collaborates with the Board of Directors on implementing and administering the SVCA Comprehensive Community Plan, Strategic Plan, and identified strategic priorities.
- Liaison between SVCA and governmental agencies such as Whatcom County.

Administration:

- Thorough understanding of all Association governing documents as well as applicable federal, state, and local laws, ordinances, rules, and regulations. The General Manager shall promote and support diversity, equity, and inclusion in the workplace. Ensures Management Team is also knowledgeable about these matters.
- Conducts ongoing organizational assessments to identify opportunities to implement changes and create a structure that supports the Association's strategic plan and drives stability and consistency in systems, policies, and procedures.
- Ensures the maintenance of all official records and files of the Association and the General Manager's office.
- Provides to the Board of Directors a monthly General Manager's reports on the operations of the Association.
- Responsible for keeping in force all forms of insurance required by the Association's Articles, Bylaws, CC&Rs, or as needed to adequately protect the Association from risk and liability.
- Hiring, supervision, evaluation, promotion, disciplining, and termination of all other employees of the Association in accordance with personnel manual, collective bargaining agreement, and applicable federal, state, and local laws, rules, and regulations.
- Implements a comprehensive annual employee performance evaluation program to track employee development, goals, accomplishments, needed improvements, and training.
- Responsible for enforcing restrictive covenants, bylaws, policies, rules and regulations, and applicable ordinances.
- Responsible for the administration of all contracts between the Association and consultants, contractors, and outside vendors.
- Collaborates with outside agencies, businesses, and public jurisdictions on behalf of the Association and develops effective relationships with these to provide the Association with additional resources not otherwise at its disposal.
- Identifies trends and problems hindering progress of the Association and develops and

implements best practices to drive necessary change.

Finances:

- Keeps the Board informed as to the financial state of the Association.
- Responsible for administering and implementing the approved budget and ensuring compliance with departmental budgets.
- Review revenue, collection rates, and expenditures monthly, and work quarterly with the Director of Finance and Board Treasurer to determine any necessary adjustments to ensure a balanced budget.
- Utilizes the annual survey results and recommendations of the Board, the Long-Range Planning Committee, Finance Committee, and the Management Team to prepare the annual budget with the Accounting Manager and Board Treasurer.
- Develops sustainable budgets, maintains fiscal accountability, and plans for long-term projects and initiatives.
- Ensures the Board and Community understand the financial impacts of decisions to balance fiscal reality with the Association's needs.
- Supports the Board in the identification, planning, and development of revenue streams, including procurement of grants.

Infrastructure:

- Responsible for overseeing the maintenance, repair, and security of all Association property including overseeing work on all construction, reconstruction, alterations, and improvements.
- Ensures a current and complete inventory of all Association property and provides the Board with recommendations to ensure adequate upkeep of all SVCA assets.
- Responsible for the execution of Board-approved Capital Improvement Projects.
- Works on behalf of the Association to coordinate with outside contractors
- Negotiate and execute contracts in the community's best interest and in compliance with SVCA policies.
- Ensures the oversight of approved mitigation plans that have been assigned by regulatory agencies to the Association.

Supervision:

Works under the direction of the Board of Directors and in collaboration with the Management Team.

Physical Demands and Working Conditions:

Bending, stooping, kneeling, reaching, lifting, and carrying approximately 25 pounds at waist high level. Frequent sitting, some standing, and walking required. Extensive use of computer terminal and keyboard. Moderate to high requirement for hand coordination, visual ability, and cognitive abilities. Must tolerate moderate noise levels and interruptions in an open office environment. Works indoors in controlled conditions and outdoors in potential inclement weather.