

# **GENERAL MANAGER**

## DESCRIPTION:

Pine Mountain Club Property Owners Association  
[www.pmcpoa.com](http://www.pmcpoa.com)

Pine Mountain Club is a rural community developed in 1972 consisting of approximately 3200 acres on the northern slope of Mount Pinos in the southwestern corner of Kern County. The community is surrounded entirely by the Los Padres National Forest, which is primarily underdeveloped aside from trails, campgrounds and passive recreational activities. The open space common areas are owned and managed by the PMCPOA and individual subdivided lots are privately owned.

## Vision Statement:

The Staff of PMCPOA are dedicated to provide exceptional service to its members. Service excellence begins with well-defined processes that support the member experience. The attitude, preparation, competence and commitment of the PMCPOA Staff ensures member satisfaction.

## Mission Statement:

The PMCPOA will provide high quality services to its members and continually improve its organizational operations and capital assets while maintaining fiscal responsibility. It will protect the intimacy and mutual respect of the community's small village atmosphere and practice sound stewardship in conserving the surrounding natural environmental resources.

## Core Values:

Trust, Respect, Accountability, Innovation, Teamwork, and Service. Our goal is to use these traits as the foundation upon which we will build one of the finest communities in the western US.

## General Manager Position Overview

Reporting to the PMCPOA Board of Directors, the General Manager (GM) recommends and participates with the Board in the formulation of policies consistent with the Association's vision, mission and core values. The GM must possess critical leadership skills and a knowledge of association governing documents as well as municipal codes and laws. The GM must be highly skilled in public relations, contract negotiations and oversight, financial operations, as well as having a clear understanding of infrastructure operation and maintenance.

## The Position

The GM serves as the Chief Operating Officer for the PMCPOA and is responsible for the day-to-day operations of the Association working with a nine-member Board of Directors that sets policy for the Association. He/she will have a passion for Association Management and have experience with shaping and enhancing community association operations. The ideal candidate will understand and strive for superior service and exceptional standards of quality to deliver excellent Property Owner experiences. An eye for detail is critical.

## Job Information

Location: Pine Mountain Club, CA.

Position Title: General Manager

Job Function:

Large-Scale Management

Entry Level:

No

Job Type:

Full Time

Job Duration:

Indefinite

Min Education:

Bachelor's degree or equivalent,  
5 years professional experience.  
CMCA preferred.

Required Travel:

0-10%

Salary:

\$125,000.00 - \$140,000.00 (Yearly Salary)

Benefits Package Included

## Community Association Facts:

Ownership: Member Owned and Controlled

Board Size: Nine (9) three-year terms

Committees: 9

Total Acres: 3200

Total Units: 2988

Property Owners: Combination of full time and part time residents and vacation rentals

2020 Budget \$5 Million

The GM will be an outgoing, genuine and personable leader who will look forward to meeting and working with members on a regular basis. Visibility along with the genuine enjoyment of building relationships and being in an active environment are key attributes for the GM

The GM will enjoy inspiring Department Managers and Team Members and must demonstrate proven leadership skills in team building, team member motivation and training.

The GM will have strong communication and facilitation skills, both in writing and verbally. He/she will represent the Association in the community and will exhibit the highest level of personal and professional conduct both within and outside the Association. The GM will provide continuity for the Association and exhibit strong executive leadership to all areas of the operation. including the Board and Committees, who govern and advise respectively.

#### Requirements

#### Key Characteristics Desired for the New GM:

- Strong, energized, respectful, competent, approachable, dynamic leader.
- Understands the difference between management and leadership and is skilled in both areas; recognizes that leadership involves vision, taking prudent risk and driving the organization towards continuous improvement and success.
- Has an inclusive and participatory style that concludes with clear and concise direction to staff and is followed-up by establishing goals/timelines and holding subordinates accountable for performance.
- Has strong operational knowledge, balances a "hands-on" approach with an appropriate level of delegation and knows how and when to be a coach and mentor.
- Will effectively represent the Association to public agencies and other external entities; is diplomatic and has excellent verbal and written communication skills.
- Is a good listener and facilitator; is diplomatic and has a calming effect on people; can say "no" without offending.
- Radiates personal warmth, sincerity, empathy and caring towards residents and guests.
- Brings a track record of achieving goals and has a "can do" positive attitude.
- Has solid financial management skills including the ability to oversee the preparation and management of annual operating and multi-year capital budgets supporting the strategic initiatives that have been established.
- Is politically savvy, but not political.
- Is an idea generator for the Board but recognizes the difference between generating ideas and getting out in front of the Board.
- Has knowledge and experience in facilities, infrastructure and maintenance as well as planning and building.
- Is confident, keeps their ego under control and has a sense of humor
- Has a solid work ethic and high integrity, follows through on commitments, has common sense and does not take things personally.
- Believes in technology and uses it.

#### Departments

- Recreation,
- Patrol in house, not armed
- Facilities Manager
- Chief Financial Officer
- Golf Director
- Executive Assistant to the Board

#### Community Association Facilities

- Clubhouse with Pool
- Tennis Court and Pickleball
- Restaurant
- Sports Bar and Lounge
- Transfer Center
- Campground
- RV Storage
- Equestrian
- Post office

- Intuitive strength in building consensus.
- Actively participating and "thought partnering" with the Board, Committees and Contributors to PMCPOA success.
- Responsive rather than reactive.
- Progressive management and leadership practices leading to promoting a positive, engaging and competent service culture.
- Ability to recognize the need to coordinate with outside agencies.

Initial Priorities for the New General Manager:

- Get to know Key Association Members and Team Members as quickly as possible, engaging them in a sincere and enthusiastic manner.
- Get a firm grasp on the Association budget and financials.
- Meet individually with each Member of the Board of Directors to determine how the GM can best serve the policy setting arm of the Association.
- Get on board with the Strategic Planning process the Community is currently developing.
- Meet with Government Officials whose positions impact the Association to establish channels of communication.
- Ensure that effective and necessary communication systems are in place for Association Members, Community Volunteers and Members of the Management and Support Teams.