

 Director of Operations	
Department:	Operations
Reports To:	General Manager
Provides Direction To:	Lake Coordinator, Operations Administrator, Technician Coordinator, Special Project Coordinator, and contractors
FLSA Exemption Status:	Exempt
Date Prepared:	January 18, 2012

GENERAL PURPOSE

Under general direction, plan, manage, and direct overall maintenance and operations services associated with the lake, campground, stables, buildings and facilities, streets and sanitation, landscaping, and custodial care; works with the General Manager and Board Committees to establish and review the effectiveness of maintenance; oversees departmental staff, contractors, and special projects and participate as a member of the Executive Management Team; and perform other related work as needed.

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES

The functions listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical job assignment given work needs.

1. Develops and implements department goals, objectives, and work plans; completes periodic assessments of work methods and departmental procedures to identify potential improvements; participates in long-range planning for maintenance and upgrading of buildings and facilities.
2. Manages, coordinates, and supervises the work of on-site personnel as well as contractors providing services to the community; participates in selection, training, and evaluation, and recommends disciplinary procedures.
3. Recommends department budget, including projected revenues from fees, and expenditures for labor, supplies, and equipment; manages expenses on a monthly basis to ensure conformance with plan; and reports upon sources of variance.

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES (continued)

4. Advises the Board of Directors, General Manager's Office, and established committees of significant operational problems or deviations from the management plan; prepares maintenance and operations schedules and establishes priorities for routine and special work projects.
5. Acts as liaison between the Board of Directors, committees, and residents in the execution of the established policies and reporting of resident complaints and grievances; analyzes the effectiveness of work order requests and response times; and informs management of more difficult and sensitive resident inquiries, suggestions, and complaints, as well as actions taken.
6. Works with the Director of Finance in establishing fixed asset and replacement schedules, given assistance from consultants and committee representatives and in concert with reserve study findings; directs and implements inventory analyses in cooperation with the Director of Finance.
7. Works with the Board and committees to establish priorities with respect to levels of community service and maintenance in conjunction with the Master Plan.
8. Surveys common areas, including but not limited to, the lake and beachfronts, parks, roads and paving management plans, storm drains, streets and traffic conditions, tennis courts, equestrian center, campground, buildings, and golf course, and water quality to insure that properties are kept in a maintained condition; conducts unscheduled on-site inspections and evaluations of department maintenance and repair effectiveness.
9. Assists in the development of maintenance contracts for grounds and golf maintenance; stipulates scope of services and coordinates proposals and bidding process; recommends selection of contractors for Board review and approval.
10. Develops and implements project management procedures; oversee planning of large construction and major renovation projects; works in cooperation with architects, engineers, contractors and county agencies to ensure successful project completion.
11. Evaluates safety of work operations and compliance with standards and communications requirements; drafts accident and incident reports.
12. Attends and makes presentations at meetings of the Board of Directors; participates and contributes to management and staff meetings; engages in Long-Range Planning, and Member committee meetings as well as ad-hoc meetings related to projects and operations.
13. Researches and completes special projects as directed by the General Manager's Office, Board of Directors, and assigned committees.

QUALIFICATIONS

Education/Training/Experience:

Required: Seven or more years of broad and progressively responsible community services, building and facilities, and grounds maintenance experience.

Desirable: Prior supervisory or management experience in a large-scale community association development including the maintenance of large-scale golf, lake, and streets, and sanitation maintenance services. Completion of related training and certification, such as the attainment of a CCAM or CMCA .

Graduation from an accredited four-year college or University with major course work in a field related to property management/operations or equivalent experience.

Current CA General Contractors License

Knowledge of:

Principles of leisure services design for a planned community development association; golf services, landscaping, lake services, equestrian services, streets and sanitation maintenance, and building, grounds, facilities, and maintenance requirements and plans; principles of long-range planning and project management; budgeting, planning, and fiscal control practices; principles of staff development, supervision and evaluation; principles and practices of community relations; Occupational Health and Safety Act (OSHA) and related regulations and reporting requirements.

Skills/Abilities:

Plan and organize association programs and services, and evaluate the attainment of association goals and performance standards; prepare and present a variety of operational records and reports; make effective oral and written presentations before groups and individuals; exercise judgment and apply effective problem solving techniques; evaluate service and maintenance data and prepare sound recommendations based on such information; interpret and administer Homeowner Association CC&R's, and Association regulations, and policies; plan and schedule major projects, set priorities, and determine appropriate allocation of work assignments; negotiate and manage plans, contracts and agreements effectively; establish and maintain effective relationships with the Board, committee representatives, staff, members, general public, contractors, and others contacted in the course of work.

Licenses; Certificates; Special Requirements:

Ability to work extended hours and attend staff, Board, and professional meetings and other business outreach and educational programs.

A valid Class C driver's license and the ability to maintain insurability under the Company's Vehicle Insurance Policy.

Physical Demands:

Finger dexterity is required to operate computer hardware and basic office equipment. The employee is frequently required to sit and to occasionally stand and walk to access office areas and meeting locations. The employee occasionally lifts and carries reports, files, and records, typically weighing less than 15 pounds. Specific vision requirements include close vision and the ability to adjust focus. Other sensory demands include hearing and speaking with others.

Mental Demands:

The employee must be able to constantly use written and oral communication skills; read, analyze, and interpret data, trends, and accounting standards; establish and evaluate financial and administrative policies; use mathematical reasoning and make financial projections; learn and apply new information or new skills; monitor and ensure the completion of reports in a timely manner; work under deadlines with constant interruptions; and interact with staff, management, Board and committee representatives, government officials, business representatives, customers, vendors, contractors, and consultants and other parties; and resolve conflict situations.

Environmental Demands:

This position frequently works in both office and field settings. The noise level is frequently moderate, at less than 85 decibels, with controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee conducts field inspections and oversees maintenance projects and services. The employee occasionally attends off-site business meetings and training presentations.

Salary Range & Benefits:

We offer an excellent working environment, competitive compensation, and great benefits. For full-time employees, our benefits include: medical, dental, life insurance, 401(k), paid holidays, vacation, and sick leave.

Salary Range: \$60,000 - \$75,000 + DOE