

## **Meadow Lake Homeowners Association (MLHOA) General Manager Job Description**

The MLHOA General Manager oversees daily operations, financial management, vendor relations, and rule enforcement for a residential community, acting as the liaison between the Board of Directors and homeowners. Key duties include budgeting, onsite inspections, maintenance coordination, and ensuring compliance with governing documents to maintain property values.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Represent the MLHOA to the community.
- Manage the MLHOA's strategic plan, including (but not limited to) the coordinating of goals, directing and controlling approved initiatives, and tracking HOA progress towards vision fulfillment.
- Monitor areas of MLHOA responsibility (i.e., parks, roads and easements, etc.)
- Manage contracts for the MLHOA: establish criteria for bids, evaluate bids, recommend to the board of directors contractors to accept and contractors to hire, monitor activities such as road repair, road maintenance, landscaping, snowplowing, the Community Operations and Protective Services (COPS) program, the Weed Management Plan, and any other project assigned by the MLHOA Board of Directors, from beginning through completion.
- Support the activities of the MLHOA Board of Directors by facilitating MLHOA Board of Director's and MLHOA sub-committee meetings, identifying and log action items, assure communication flow between the MLHOA Board of Directors and the HOA members; and provide both oral and written reports to the board of directors and general membership.
- Establish meeting times, prepare agendas, attend, and write up minutes of all standing committees of the Board of Directors. Lead set up and attend Annual Meeting (all members) including space rental, layout, video conferencing and membership notifications.
- Insure that MLHOA office is staffed and open during posted business hours for an average minimum of 4 hours per workday, 5 days a week.
- Assist the Finance Committee in the preparation of the annual budget for MLHOA Board of Directors and membership review/approval.
- Coordinate MLHOA operations with sub-HOAs (i.e., SAHA, SGVVO, 850 COG, 848 COG, Meadow Lake North, etc), and Meadow Lake commercial interests.
- Encourage community compliance with MLHOA Covenants, Conditions and Restrictions (CCRs) through enforcement.
- Maintain organized physical and electronic files on all Board and Committee activities and information.
- Produce flyers and notices for HOA events and activities post on bulletin boards, the ML HOA website, and on the ML Nextdoor social network.

- Log and deal promptly with inquiries.
- Perform other duties appropriate for a general manager not otherwise specified in this document.

- **MLHOA General Manger skills required**

A successful HOA General Manager requires a blend of strong leadership, financial acumen, and superior communication skills to manage operations, vendors, and homeowner relations effectively. Key competencies include knowledge of community association laws, proficiency in management software, conflict resolution, and the ability to manage budgets and maintenance.

- Leadership & Strategy: Ability to guide the board, implement policies, and lead staff or contractors.
- Experience supervising teams and managing resources.
- Financial Management: Proficient in budgeting, financial reporting, and managing collections/delinquencies.
- Communication: Proactive, transparent communication with residents, vendors, and board members.
- HOA Knowledge: Deep understanding of state laws, regulations, and governing documents.
- Operations & Maintenance: Overseeing common areas, vendor contracts, and safety protocols.
- Technology Proficiency: Experience with property management software. Currently using: Word, Excel, Drop Box, Nextdoor and Mailchimp.
- Process efficiency: Ability to review current processes and recommend improvements through technology or work assignments.
- Conflict Resolution: Patience and professionalism in addressing resident complaints and disputes.
- Time Management: Ability to multitask and prioritize tasks under pressure.