



LMCA COMMUNITY MANAGER

Position Profile:

The Community Manager (CM) reports directly to the Chair/President of the Lakeview Meadows Community Association (LMCA) Board of Directors but will take direction from respective Committee Chairs with regard to their specific function (e.g. Finance, Community Events, Standards, etc.). Any conflicts in the CM's priorities will be determined and resolved by the CM and the Board President/Chair.

In addition to being 'the face of the community', the overall responsibility of this position is to lead and manage all aspects of LMCA operations, including:

- Managing LMCA's liability through risk assessment and prioritizing of operational issues and related projects;
- Providing a safe and secure environment for the LMCA residents;
- Notifying the Community Standards Committee of any apparent non-compliance circumstances as they pertain to the LMCA Community Building Scheme and related Architectural and Landscaping Guidelines;
- Supervising LMCA staff and contractors, in accordance with their defined roles and responsibilities;
- Effectively and efficiently managing asset operations, equipment maintenance, and recycling;
- Implementing projects as directed by the Board Chair or Committee Chairs;
- Administering Lakeview Meadows amenity access cards and the registration of boats and golf carts used by members of the LMCA community;
- Maintaining positive relations with LMCA residents and guests; and
- Being the Community Association liaison with residents and various external agencies, as required.

Additional responsibilities for “special projects” in the community are at the direction of the LMCA Board of Directors through Board Chair.

Operational Duties: (60-75%)

Operations and maintenance for the LMCA facilities is done on an on-going risk assessment basis. All amenities, including playgrounds, recreation centre, beach facilities, tennis/pickle ball court and the community trail system are to be inspected on a regular basis and managed and maintained in accordance with all Government standards, rules and regulations. All deficiencies and required work are to be reported to the Board and/or Board Executive Committee on a regular basis. Based on the risk or liability, the deficiencies are to be corrected in order of priority. Those deficiencies with increased risk are given a high priority and are corrected immediately. The Community Manager is also responsible for the Asset Management Plan and on-going preventative maintenance and repairs of all LMCA equipment and the facilities.

In greater detail some of the main responsibilities under the operation function are:

- Inspect and maintain, daily, all interior common areas, storage rooms, mechanical rooms, other utility and electrical rooms, exterior ground areas to ensure they are safe, properly maintained and damages noted for repair purposes;
- Maintain and manage the swimming pools and hot tub in accordance with B.C Pool Regulations;
- Supervise and direct operation staff;
- Investigate all complaints and perform emergency services with respect to fire alarms, power failures, security equipment, floods and report to the Board Chair of actual or potential damages to common property for the wellbeing and safety of all owners, guests and visitors to Lakeview Meadows;
- Inspect and maintain all exterior signage;
- Inspect and maintain the community storm water drainage system;
- Perform regular safety checks on fire alarm system, emergency lighting and fire extinguishers;
- Perform and/or oversee gardening and landscape duties and report any concerns pertaining to diseased or dead trees to the Board;
- Maintain and manage all LMCA security systems;
- Oversee waste management and recycling;
- Procure and supervise outside contractors and inspect all repairs completed by such to common property and/or assets; and
- Attract, train and manage the performance of all employees under your supervision.

In addition, the Community Manager is responsible for identifying non-compliance issues to the Board's Community Standards Committee both to do with the Lakeview Meadows Building Scheme as well as compliance with LMCA published operating rules and regulations.

Financial (10-15%)

The LMCA Manager is responsible for the day-to-day finances with the assistance of the Board Treasurer and a contracted accountant.

Duties include the following:

- Procuring supplier and service quotes for 3rd-party work required in the community;
- Approval of invoices for supplies and services;
- Timely payment of accounts and invoices;
- Collection and documentation of yearly LMCA membership fees according to the annual budget;
- Manage staff time needs, rates of pay and approve all related staff time sheets;
- Review and approve payments for contractors/suppliers and staff wages;
- Assist in the preparation of operating and capital budgets; and
- Execute the above while managing to yearly operating and capital expenditures in relation to Board approved budgets.

Administration & Member Liaison (20-25%)

The Community Manager is also responsible for various general administration and compliance duties including the following:

- Written correspondence with members on various matters, including non-compliance issues related to either the LMCA's Building Scheme and related Architectural and Landscaping Guidelines or other LMCA operating 'rules'.
- Update and maintain in-force licenses and permits with/through the RDEK and other regulatory bodies;
- Act as the community point of contact to introduce new members to the community and provide LMCA amenity access cards, boat registrations and golf cart registrations;
- Report to the Board of Directors and/or the Chair of standing committees of the Board on any 'urgent' operational or compliance matters;
- Review and update the "Owner's Contact List";

- Update the LMCA minute book, in conjunction with the LMCA Board Secretary
- Diplomatically address any noted 'misbehaviour' of residents or users of the LMCA facilities/assets that are in contravention of established operating policies; and
- Attend meetings of the Board of Directors and Board Committees, as well as the LMCA Annual General Meeting, and produce any required reports.

NOTE: The percentages in brackets indicate estimated allocations of time for the various aspects of this role over the course of a year. Seasonality demands obviously impact time that must be spent on various duties during a year (i.e. Maintenance duties are year-round while elements of Administration and Financial can vary by season or be more flexible to schedule).

REQUIREMENTS

Operations

- Knowledge of Commercial Building Electrical, Heating, Plumbing and Pool Systems
- Experience with Geothermal Systems would be an asset
- Pool Operators Level I certification
- Other courses such as WHMIS and CSTS09 would be an asset
- Experience with risk assessment
- Working knowledge of safe handling of basic hand tools
- Able to operate and provide safety training for utility vehicles, lawn tractors, mowers and power tools
- High School Diploma and related post secondary education or experience
- Valid driver's license and reliable transportation
- RCMP background check and a driver's abstract
- Physically fit and able to lift 50 lbs.
- Able to work outdoors in all types of weather
- Possess excellent problem-solving skills
- Project Management Experience
- Ability to multi-task and re-prioritize while meeting obligations on time and on budget

Administration

- Intermediate computer skills including Microsoft Office
- Experience with HOA website maintenance would be an asset

- Experience with recruiting and retaining capable staff through training and performance evaluation and knowledge of BC labour laws
- Excellent verbal and written communications to work effectively in maintaining positive relationships with members, contractors and government contacts
- Experience with procurement, budgeting and sound financial practices
- Experience working with non-profit groups would be an asset
- Highly organized with excellent time management skills
- Self-motivated, adaptable and innovative
- Demonstrated leadership, teamwork and commitment to excellence
- Positive outlook and possess integrity, accountability and reliability

COMPENSATION

Able to work a flexible schedule including weekends, evenings and holidays during the summer and other busy times of the year based on a 40-hour work average week

The starting salary is \$60,000 per year plus benefits. Additional consideration will be given to qualifications and experience.