# HOA General Manager - Master-Planned Community

**Location:** San Tan Valley, AZ

**Schedule:** Full-time; regular evening meetings and on-call emergency availability

## Position Summary

The General Manager (GM) carries out the policies and directives of the Association's Board of Directors. The GM is accountable to the Board for the financial health, physical condition, regulatory compliance, resident experience, and staff performance of the Association. The role translates Board strategy into operating plans, budgets, and results and serves as the Association's primary representative to members, commercial owners, vendors, the municipality, and the public.

## Essential Duties and Responsibilities

### Board Governance and Strategy

- Serve as the principal advisor to the Board; prepare agendas, management reports, packets, and recommendations for Board and committee meetings, and attend open and closed-session meetings as directed.
- Implement Board resolutions and policies; follow up on action items and report progress and obstacles in a timely, transparent manner. Progress-report timelines will be established in an additional service level agreement (SLA).
- Develop multi-year strategic and operating plans, including capital improvement priorities, with Board input and direction.
- Ensure Board and committee operations follow the governing documents, Arizona open-meeting and records requirements, and adopted rules.
- Support Board member orientation and education, and facilitate productive working relationships among the Board, committees, staff, members, and vendors.

### Financial Management

- Prepare the annual operating budget and reserve funding plan for Board approval; monitor results monthly and explain variances. Provide an initial draft to the finance committee and/or Board by August 1 each year.
- Oversee assessment billing and collections, delinquency procedures, and payment-plan administration in accordance with Board policy and Arizona law. Provide GM-reviewed monthly reports to the Board.
- Ensure accurate financial reporting, timely audits or reviews, tax filings, and insurance renewals; maintain strong internal controls over cash, purchasing, and approvals.
- Coordinate reserve study updates and reviews, and recommend funding strategies for community amenities, including lakes, infrastructure, buildings, courts, and pools.
- Negotiate, award, and administer vendor and service contracts within Board-approved authority; obtain competitive bids on significant expenditures.

### Operations, Facilities and Amenities

- Direct the operation, maintenance, and long-range care of common areas, buildings, pools, and parks. Include vendor reports in the monthly Board meeting packet.
- Ensure safe, clean, well-maintained, and well-programmed amenities; oversee community center operations, rentals, and member programming in coordination with recreation staff and partners.
- Oversee risk management, safety programs, incident reporting, claims, and insurance coverage; respond to emergencies and after-hours events as needed.

- Manage major capital projects from scoping through close-out, including scheduling, budget, permitting, and quality control. Provide referrals to experts when the scope is beyond the GM's core competency.

### Community Standards and Member Relations

- Ensure fair, consistent, and legally sound enforcement of the CC&Rs, design guidelines, and rules, including notice, hearing, and appeal procedures.
- Resolve escalated member concerns professionally and impartially; maintain clear, regular communication through the website, newsletters, email, and meetings.
- Represent the Association with the municipality, utilities, public safety agencies, neighboring communities, and commercial property owners.
- Coordinate with commercial owners and tenants on shared obligations, assessments, and access matters.
- Oversee community social events, directing team members on actions prescribed by the committee and/or Board.

### Human Resources and Leadership

- Recruit, hire, train, evaluate, coach, and, when necessary, discipline the management team; set clear goals and hold the team accountable.
- Maintain current job descriptions, policies, and an employee handbook; ensure compliance with wage-and-hour, safety, anti-discrimination, and other employment laws.
- Foster a service-oriented, respectful, high-performing culture.

### Legal and Regulatory Compliance

- Ensure compliance with the Association's governing documents, Arizona Revised Statutes Title 33 (including the Planned Communities Act), applicable municipal codes, fair housing and accessibility laws, OSHA, and other workplace requirements.
- Work with the Association's legal counsel on collections, enforcement, contracts, governing-document amendments, and risk matters; maintain official records and respond to records requests within statutory timelines.

## Qualifications

### Required

- Demonstrated experience presenting to and working directly with an elected board or governing body.
- Experience managing a multi-disciplinary staff and multiple contracted vendors.
- Any Arizona license or certification required by law for community association management, or the ability to obtain it within a period set by the Board.
- Valid Arizona driver's license and ability to pass a background check.

### Preferred

- Minimum of seven (7) years of progressively responsible management experience.
- Professional designations such as CMCA, AMS, or PCAM (Community Associations Institute), or equivalent.
- Experience with large master-planned communities that include commercial components and recreation facilities.
- Experience with capital project management and reserve planning.
- Working knowledge of Arizona planned-community law and association accounting.

## Knowledge, Skills and Abilities

- Strategic thinking, sound judgment, and the ability to balance competing interests of residents, commercial owners, and the Board.
- Strong financial acumen in budgeting, forecasting, reserve funding, internal controls, and contract administration.
- Excellent written and verbal communication, facilitation, and conflict-resolution skills.
- Proficiency with association management software, accounting systems, Microsoft Office, and digital communication tools.
- High integrity, discretion, and impartiality when handling confidential and sensitive matters.

## Working Conditions and Physical Requirements

- Daily walking of grounds, lakes, amenities, and project sites in outdoor Arizona conditions, including extreme summer heat.
- Ability to lift up to 25 pounds occasionally and move about the community for extended periods.
- Regular evening meetings and on-call availability for emergencies.

Reasonable accommodations may be made for qualified individuals with disabilities.

## Disclaimer

This job description is intended to describe the general nature and level of work performed in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required for the position.