



**Tahoe
Donner Association**
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DECISION PAPER

General Manager Job Description

June 24, 2016

ISSUE:

Update the General Manager job description, as attached, to include capital projects, additional supervisory responsibilities, membership outreach, community engagement, and mentoring staff to effectively prepare for Board meetings, which includes all essential functions and supervisory responsibilities of the position, as it has evolved over time. In addition, range change from 48 (\$12,878-\$17,621) to 52 (\$16,436-\$22,488). This pay range is commensurate with the General Manager's past approved pay rate and additional responsibilities, as well as expected future responsibilities, as growth and change occur under the direction of the board of directors.

BACKGROUND:

The Association's capital projects have grown exponentially over the past five years. In addition, Marketing, Food & Beverage, and Capital Projects have all required the need for Director level positions and additional supervisory responsibilities for the General Manager as the association has continued to grow in membership utilization, service delivery, and consistently improving financial results.

Additionally, the General Manager has been instrumental in developing and implementing the Strategic Plan, with guidance from the board of directors. This has included additional elements of volunteer committee coordination and engagement and membership communications to maintain a highly transparent process for the membership.

OPTIONS:

1. Maintain the current Job Description and salary range.
2. Approve Job Description only.
3. Approve the revised job description and increase General Manager pay range to range 52.

Prepared By: *Mary Peterson*, Director of Human Resources



Tahoe Donner Association Job Description

Job Title:	General Manager
Job Code:	012
Department:	Administration
Reports To:	Board of Directors
Class Code:	8810
FLSA:	Exempt
Salary Level:	Salary 52
Pay Range:	\$16,436 – \$22,488 per month
File Name:	General Manager.doc
Prepared By:	BOD
Approved By:	BOD
Date:	4/21/2009, updated 03/26/11, 10/2/15, 6/24/16

SUMMARY:

The General Manager directs and leads the management activities of Tahoe Donner Association as authorized by the Board of Directors of the Association and in accordance with the Association Bylaws.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties as assigned by the Board of Directors.

Provide overall executive direction of day to day and long term operations and capital projects of the Association. This involves the oversight of director level personnel and activities with extensive food and beverage operations, resort amenity operations, capital infrastructure maintenance and improvements, marketing and communication, risk management, human resources, fiscal control, land management, and community architectural and covenants standards.

Within general parameters established by the Board of Directors, prepare the general organizational mission including guiding the development of short and long range goals and objectives along with the management of departmental goals and objectives to meet the needs of the Association.

Prepare requested material for monthly Board of Director meetings, including keeping the membership informed of monthly, and ongoing Association information.

Lead Association staff in working with Board of Director authorized committees to review board directed annual task and committee chartered responsibilities.

Direct the Association's fiscal matters through the Director of Finance, including the annual budget process.

Direct the Association's capital planning matters through the Director of Capital Projects and General Plan Committee, including the annual Replacement Reserve review, long term Development Fund project development plan, and quarterly capital fund projects – as directed by board policy.

Direct and participate in the preparation and regular review of Association policies, procedures, and rules.

Responsible for the Association's compliance with federal, state, and local laws and regulations including the review and evaluation of legislation, codes and other regulatory materials to further ensure compliance.

Responsible for the fair and consistent application of the Association's Covenants and Restrictions, Bylaws, rules and regulations.

Responsible for the continuing open and honest communication with members, as well as internal and external customers and vendors.

Direct the efficient and high quality operations of the Association's amenities.
Direct staff in planning and evaluation of maintenance and replacement needs including the preparation of cost estimates justifications.

Direct the Association's human resource and risk management activities through the Director of Human Resources and Director of Facilities and Risk Management/Loss Prevention.

Direct staff in the preparation, award and administration of service, maintenance, concessionaire, and material and other contracts.

Responsible for the preparation and/or review of necessary studies, reports, and correspondence related to the operation of the Association including the support documents for the Board of Directors meetings.

Represent the Association before local government agencies, utilities, special districts, and others to ensure the best interests of the Association are protected.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

A minimum of a Bachelor's degree (B. A.) from a four-year college or university; and a minimum of 5 years experience as a General Manager or like position at a business or resort/recreation entity.

CERTIFICATES, LICENSES, REGISTRATIONS

May be required to obtain Certified Community Association Manager (CCAM) designation and/or Professional Community Association Manager (PCAM) designation or other industry related certification.

Requires possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES

Directs and manages senior managers and their subordinate departments who supervise up to 450+/- employees throughout the Association each season. Is responsible for the overall direction, coordination, and evaluation of this unit. Also directly supervises two non-director employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

By signing below, I acknowledge that I have received and read the above job description.

EMPLOYEE NAME

EMPLOYEE SIGNATURE

DATE