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CANDIDATE PROFILE

General Manager
Confidential Luxury Condominium Community
Confidential Search

Long Island, NY

The Community

Located in Nassau County on Long Island, New York, this beautifully gated residential community offers an upscale, resort-style living environment supported by an extensive range of amenities, services, and social programming.

At the heart of the community is an impressive clubhouse that serves as the center of resident life, offering dining and gathering spaces, fitness and wellness facilities, swimming pools, tennis and pickleball, bocce, entertainment and event spaces, and a full calendar of social and recreational activities. Beautifully maintained grounds, thoughtfully designed residences, and a strong commitment to security, service, and community standards contribute to an exceptional overall living experience.

The community is governed by an active volunteer Board and supported by numerous resident committees, creating an environment that values communication, responsiveness, and strong professional leadership. The General Manager will have an important role in maintaining the quality of the community while continuing to enhance the resident experience.

Position Overview

The Community is seeking an experienced and highly professional General Manager to lead all aspects of community operations, resident services, financial management, property maintenance, vendor relationships, regulatory compliance and long-range planning.

As the senior on-site executive, the General Manager will oversee the Community's seven-day operation and its extensive amenities, including the clubhouse, fitness center, pools, sports facilities, social spaces, security, gated entrances, ponds and grounds. This hands-on leadership role requires strong operational and financial judgment, excellent interpersonal skills, and a commitment to maintaining high standards, protecting property values and delivering an exceptional resident experience.

Responsibilities

HOA BOARD RELATIONS

- Serve as the primary liaison between the Board and residents, contractors, consultants, vendors and management company.
- Oversee the Property Manager, Events Director and balance of staff.
- Attend and participate in Board meetings and committee meetings as needed.
- Prepare management reports, board packets, operational updates, financial summaries and strategic operational recommendations.
- Implement Board policies, resolutions, governing documents and strategic initiatives.
- Maintain accurate association records, legal documentation and operational files.
- Ensure compliance with condominium bylaws, house rules and applicable federal, state and local laws.

COMMUNITY OPERATIONS & MAINTENANCE

- Oversee all day-to-day operations of the condominium community.
- Maintain the community to luxury standards with a focus on aesthetics, cleanliness, safety and resident satisfaction.
- Supervise third-party vendors and contractors responsible for landscaping, maintenance, janitorial, engineering, security, pool operations and other community services.
- Conduct regular property inspections to ensure compliance with community standards and quality expectations.
- Oversee building systems, preventative maintenance programs, maintenance logs and capital improvement projects.
- Maintain and regularly update structured preventive maintenance manuals for community infrastructure and amenities.
- Coordinate emergency preparedness procedures and risk management protocols.

FINANCIAL MANAGEMENT & BUDGET ADMINISTRATION

- Develop and manage annual operating and reserve budgets in collaboration with the Board and finance committee.
- Monitor daily operating and reserve cash balances to ensure appropriate liquidity and reserve funding.
- Track expenses, monitor financial performance, and prepare monthly variance and trend analyses.
- Review accounts payable and receivables on a regular basis.
- Review and approve invoices, purchase orders, vendor payments and contract expenditures.
- Oversee delinquency aging reports, collection procedures and legal recovery coordination.
- Assist with reserve studies, audits, insurance renewals and long-term capital planning.
- Manage cash flow related to capital improvement projects and major infrastructure investments.
- Identify operational efficiencies and cost-saving opportunities while maintaining premium service standards.

LEGAL, COMPLIANCE & RISK MANAGEMENT

- Ensure all operations, elections, architectural modifications and association procedures comply with New York State laws and governing documents.
- Work closely with the Architectural Review Committee, Grounds Committee and Building Committee.
- Oversee architectural review application processing, lease applications and compliance procedures.
- Direct compliance enforcement activities and prepare documentation for grievance committee hearings when necessary.
- Coordinate safety inspections, insurance claims and legal compliance matters.
- Enforce vendor risk management requirements, including certificates of insurance and additional insured compliance.
- Verify and maintain contractor licensing and business credential documentation.
- Maintain proper permits, licenses, operational records and compliance documentation.

STAFF LEADERSHIP & VENDOR MANAGEMENT

- Recruit, supervise, train and evaluate on-site personnel and department managers.
- Foster a culture of professionalism, accountability, teamwork and resident-focused service.
- Oversee employee scheduling, payroll coordination, workplace compliance and performance management.
- Negotiate, evaluate and manage service contracts for major operational vendors and consultants.
- Solicit competitive bids and oversee procurement processes for community services and capital projects.
- Monitor vendor performance to ensure service quality, responsiveness and contractual compliance.

RESIDENT RELATIONS & COMMUNICATIONS

- Maintain strong and professional relationships with residents within an active adult community environment.
- Respond promptly and diplomatically to homeowner inquiries, concerns, disputes and service requests.
- Promote transparent and effective communication through newsletters, notices, meetings, digital platforms and community events.
- Upload, organize and archive legal, operational and property documentation within management systems and databases.
- Support a welcoming, respectful and service-oriented community atmosphere.

Qualifications, Education & Experience

Ideal candidates will bring significant leadership experience within upscale condominium or HOA communities, master-planned developments, luxury residential properties, private clubs or similarly high-service environments.

- Executive presence and professionalism.
- Resident service orientation.
- Financial acumen and budget forecasting.
- Strategic planning and operational execution.

- Vendor negotiation and contract management.
- Team leadership and staff development.
- Emotional intelligence and diplomacy.
- Discretion and confidentiality.
- Crisis management and decision-making.
- Regulatory compliance and risk mitigation.
- Bachelor's degree in Business Administration, Property Management, Hospitality, Finance or a related field.
- Minimum of five to seven years of senior management experience in luxury condominium management, HOA or community association management, master-planned community management or high-end residential property management. CMCA, AMS, PCAM designations preferred but not required.
- Experience managing active adult (55+) communities preferred.
- Strong financial management, budgeting and cash flow oversight expertise.
- Knowledge of New York condominium and HOA regulations.
- Excellent communication, leadership, organizational and conflict-resolution skills.
- Strong project management and operational planning capabilities.
- Ability to work evenings for Board meetings and weekends as required.
- Proficiency in property management software platforms and Microsoft Office Suite.

Compensation & Benefits

- Competitive compensation package, commensurate with experience and qualifications.
- Benefits including health insurance.
- Paid vacation and holidays.
- Support for professional development.

To Be Considered

To be considered for this exceptional opportunity, candidates are encouraged to submit their materials as soon as possible. All resumes and cover letters will be handled with the utmost discretion and kept in strict confidence.

Qualified professionals who meet or exceed the stated requirements should submit a compelling cover letter addressed to Manny Gugliuzza outlining their qualifications, leadership experience and interest in the position. Please include a current resume and direct all correspondence to:

Manny Gugliuzza, CCM, CCE
Principal & Search Consultant

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