

General Manager
The Contessa Condominium Association
Naples, Florida

▶ www.contessanaples.com

CONTESSA

Naples, Florida

The Organization

The Contessa Condominium Association is a luxury 76-unit Gulf-front condominium building located at 8111 Bay Colony Drive in Naples, Florida. Contessa is part of The Bay Colony Community within Pelican Bay. The Bay Colony features a private beach club with beach service and both casual and upscale dining. The Bay Colony members also enjoy membership privileges at Bay Colony Tennis Club equipped with six state-of-the-art hydro clay courts and pro shop. Contessa residents play on their own private tennis court. Additional amenities of The Contessa include a fitness facility, outdoor pool and spa, private beach and social spaces and meeting rooms.

Position Overview

The General Manager is responsible for all aspects of operations of the condominium property, including leadership for human resources, finances, project oversight, facility management, communications, safety, security and community relations associated with Board and owner initiatives. The General Manager cultivates a team environment that provides exceptional customer service and ensures all staff members perform at a consistently high level. The General Manager motivates, instills accountability and achieves results to fulfill the objectives of the Board and the residents. The General Manager reports to and communicates in a timely manner to the Board President regarding all issues that substantively impact the Contessa Condominiums, its finances, staff and operations. The ideal General Manager candidate will have condominium management experience in a large luxury condominium community and must be available to work "on call" at all times in the event of an emergency or planned activity requiring their presence. Hurricane preparation, remediation and resiliency experience is preferred.

Responsibilities

- ▶ Foster a positive, active and collaborative relationship with staff, residents, vendors, Board and Contessa community.

- Effectively motivate staff through positive reinforcement, setting a positive example and providing appropriate coaching, feedback and educational opportunities to achieve optimum performance.
- Schedule, supervise and participate in the operational duties of the staff.
- Respond to owner inquiries and resolve owner complaints in a timely manner.
- Provide active understanding, management and ownership of the Condominium finances, including P&L, cost control, insurance coverage, reserve accounts and capital expenditures.
- Provide insight and recommendations for variances to plan and previous periods on a regular basis. Work closely with the Board treasurer and the building's accounting firm KPG.
- Manage vendor expenses such as negotiating contracts, coordinating services for the property operation and assuring vendors complete their work in a timely and high-quality manner.
- Ensure the association is operated in compliance with all applicable local, Florida and Federal laws and regulations and the Constituent Documents of the Association. Maintain official records of the association as outlined in Florida Statutes or directed by the Board.
- Assist in developing appropriate committees and provide the necessary administrative tools to the Board to enable them to make decisions in accordance with the community's directives.
- Attend all Board and committee meetings, providing management reports and advice on the property and administration of the community.
- Facilitate the Board of Directors' decision-making process by providing information, research and analysis. Implement the Board's decisions and administer the services, programs and operations of the community within the policies and guidelines set by the Board.
- Maintain and ensure a safe and secure environment including establishing ever-improving standards for maintenance, facility equipment upkeep, security systems, housekeeping, sanitation and employee decorum.
- The General Manager will stay current with "best practices" in large luxury condominiums similar to Contessa in the SWFL market, including other condominiums in Bay Colony, and continually inform the Board of opportunities for potential improvement in such areas at Contessa.
- Notify Board President (or designee) of all unusual events, circumstances or other safety or quality control issues.
- Represent the Association in a professional and positive manner at all times.
- Represent the Association at all Bay Colony Association and Pelican Bay meetings as required.

Qualifications and Experience

- Bachelor's degree in Management plus other appropriate financial education preferred.
- Florida CAM certification required.
- A minimum of five years of experience in related management such as hotel, resort, Club, rental or high-rise condo. High rise property management experience in a building over 20 years old preferred.
- Demonstrated temperament for positive and collaborative interaction with a wide variety of people.
- Excellent written and oral communication skills.
- Ability to develop financial reports such as P&L, Budget Variances, Balance Sheet and Annual Report.
- Management skills to effectively organize, coordinate and execute multiple priorities.
- Demonstrated track record of problem-solving, effectively dealing with project disruptions and unexpected situations.

- Proven ability in Human Resources management with the ability to attract, lead and retain a high performing team.
- Strong customer service focus; actively looks for ways to assist customers and coworkers.
- Proven strategic planning and project management skills.
- Technical, construction and engineering knowledge appropriate to enhance building management systems and supervise technical employees, construction projects and vendors.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Competitive Compensation

The Contessa will offer an attractive and competitive compensation and benefits package to include:

- Base salary and performance bonus
- Support for continuing education
- Individual and family health insurance
- Relocation assistance

To be Considered

Professionals who meet or exceed the established criteria are encouraged to create a focused cover letter, addressed to GSI Executive Search: Scott McNett and Thomas Noyes, CCM, CCE.



Scott McNett
Managing Principal

 scott@gsiexecutivesearch.com

 314-854-1321



Thomas J. Noyes, CCM, CCE
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