

Candidate Profile

HOA Manager
Naples Lakes Country Club
4784 Inverness Club Drive
Naples, Florida 34112
<https://www.napleslakesfl.com>



Organization

Naples Lakes is Southwest Florida's premiere bundled golf community. The 18-hole Arnold Palmer Signature Golf Course is the principal feature of this 490-acre gated community, which contains more than two hundred acres of protected nature preserves and lakes. Along with golf it offers amenities such as, dining, tennis, fitness, pool and spa, along with other social activities, all of which provide a relaxed and enjoyable lifestyle to its 731 members.

Position and Responsibilities

Job Title: HOA Manager (full time)

Department: HOA

Reports To: General Manager

Job Description: The HOA Manager is responsible for providing HOA services to members and effectively communicating Club activities to the membership. The HOA Manager works closely with the General Manager, staff, Board, and standing committees regarding the day-to-day operations of the Club.

Essential Job Functions:

- Supervises the HOA Assistant and HOA Groundskeeper.
- Interacts with members by telephone, email and in person daily.
- Investigates and resolves member complaints in a quick and friendly manner.
- Assists the General Manager, Board, standing committees and staff with special projects.
- Provides general administrative support to the General Manager, Board, standing committees and staff.
- Able to work occasional weekends when workload demands.
- Communicates Club announcements, events, and information to the membership through the company website, biweekly e-bulletins, bimonthly newsletter, and special email announcements.
- Takes and distributes minutes at the monthly Member Forum Meetings.
- Works closely with the Membership Coordinator to monitor, update and maintain the NLCC website on a regular basis.
- Creates and balances the HOA Budget on an annual basis.
- Acts as staff liaison to several standing committees including the Architectural Review Committee, Landscape Committee, and Nominating Committee.
- Assists the HOA staff with landscape and irrigation work orders and follows up in a timely manner to make sure all requests are completed to the member's satisfaction.
- Works closely with the various HOA vendors (i.e., front gate security company, common grounds landscape company, residential landscape company, home security alarm company, landscape architect) to make sure the contractual obligations are being fulfilled.
- Provides community outreach by actively participating in the East Naples Civic Association and Collier County President's Council and other associations as requested.

- Works with the various property management companies within the Naples Lakes community.

Requirements & Qualifications

- Excellent interpersonal and customer service skills
- Management and leadership experience
- Good organizational skills
- Self-starter with attention to detail
- Strong computers skills

Supervisory Responsibilities

- Directly supervises two employees: Administrative Assistant and HOA Groundskeeper.
- Indirectly supervises additional employee (Second Assistant to the Golf Course Superintendent) within the Golf Course Maintenance department.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable law.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications

- Bachelor's degree (B.A.) from four-year college or university preferred, three to five years related experience, or equivalent combination of education and experience.
- Licensed as a Community Association Manager (C.A.M.) preferred, or in the process of obtaining.
- Possesses basic tree, plant, and landscape knowledge.
- Management and leadership experience preferred.
- Excellent verbal and written communication skills.
- Ability to understand and follow verbal and written Instructions.
- Commitment to excellence and high standards.
- Strong planning, organizational, problem-solving, and decision-making skills.
- Able to manage projects, priorities, and workflow.
- Acute attention to detail.
- Strong interpersonal and customer service skills; professional telephone etiquette.
- Ability to deal effectively with a diversity of individuals.
- Good judgement with the ability to make timely and sound decisions.
- Creative, adaptable, and Innovative team player.
- Ability to work Independently and as a member of various teams and committees.
- Versatility, flexibility, and a willingness to work within constantly changing priorities and environments with enthusiasm.
- Self-starter, motivated and ambitious; takes initiative.
- Have a high level of energy, positive attitude, and possess a selfless attitude for the benefit of the company.
- Strong computer skills. Must be familiar with Microsoft Word, Microsoft Excel, Microsoft Outlook, and Adobe; Website experience preferred.

Competencies

- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' Ideas and tries new things.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff;

provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products, and services; continually works to improve supervisory skills.

- **Ethics** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- **Judgement** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Competitive Compensation and Benefits

- A base salary and performance bonus.
- Professional dues, continuing education and expenses subject to the annual budget.
- Life Insurance
- Standard benefits to include paid vacation/personal time, health, dental, and vision insurance, and participation in the club's 401K plan after appropriate probationary periods.

A full background check will be conducted on candidates. Professionals who meet or exceed the established criteria are encouraged to contact:

Ned Welc, CCM, CCE
ned@gsiexecutivesearch.com
440.796.7922
www.gsiexecutivesearch.com