

Candidate Profile

General Manager
The Greenway Condominium Towers
Houston, Texas



Property and Position Overview

The Greenway is a twin 30 story high-rise luxury condominium residential community located inside the 610 Loop, just six miles from downtown Houston. This premier \$335MM property, with condominiums priced from the high \$200s to beyond \$1M, was built in 1980. It is positioned within the upscale River Oaks, West University Place neighborhoods, near the Galleria and Museum districts.

While The Greenway is a premier property to invest in, it seeks to provide its residents with a gracious, familial, resident-first focused lifestyle that sets itself apart from all other high-rise communities. This recognized service lifestyle must become a reason in-and-of-itself to invest in and live at The Greenway.

The General Manager has complete management responsibility for all of The Greenway's operations, including staff development, property management, building repairs and maintenance, capital projects, and resident maid and handyman services. They are responsible for ensuring the property operates at 100 percent capacity and efficiency 24/365 as a residential community where all owners and guests consistently receive a superior lifestyle experience.

To be successful in this position, the General Manager must possess the aptitude and proven experience to lead and mentor the existing tenured staff to deliver these day-to-day high-touch service expectations The Greenway residents cannot experience anywhere else.

The Greenway by the Numbers

- 381 Condos between the two towers.
- Landscaped grounds surrounding the towers.
- Two swimming pools and grounds with adjacent washrooms and changing areas.
- Covered multi-storied parking garage.
- Valet Parking Service.
- Doorman service.
- Twenty-four-hour on-site security.
- \$5.2M annual budget.
- \$1.2M Cash reserves.
- 33 full-time employees.

Candidate Requirements

- Demonstrate straight-forwardness, sound judgment, integrity, accountability, and leadership.
- Demonstrate superb interpersonal relations skills.
- Be an accomplished and effective communicator.
- CAI (Community Association Institute) membership and regular participation network with industry professionals, staying abreast of industry trends.
- A competent administrator in all aspects of high-rise condominium management and business.
- A diplomat in dealing with residents and property leadership.

- An individual who can inspire, motivate, and earn the respect of the residents, employees, essential third-party vendors, and the surrounding community.
- Experience in Strategic and Master Planning and developing Mission and Vision Statements.
- Ability to effectively communicate the property's vision.
 - Set goals and objectives in conjunction with the property's HOA Board
 - Have the ability to delegate effectively.
 - Develop, evaluate, coach, and discipline the department managers and staff.
- Possess strong financial aptitude commensurate with top-level high-rise condo executives.
- Be an expert at creating and executing financial budgets.
- Be experienced and astute at physical property maintenance and management.
- Experience in developing and implementing Preventative Maintenance Programming.
- The ability to effectively work with an HOA Board, keeping them informed of industry trends to ensure The Greenway remains forefront and relevant in the marketplace as a premier lifestyle residential community.
- Manage cross-functional teams, multi-disciplinary projects and make complex decisions in a dynamic environment while supporting the property's vision, mission, and core values.
- Think strategically while meeting operational and near-term objectives.
- Possess the capacity, ability, and commitment to perform the essential leadership role during emergencies at all hours.

Education, Experience and Additional Qualifications

- A bachelor's degree from a four-year college or university; an MBA will be considered a plus.
- A minimum of ten years of condominium or community association management with five years of high-rise management.
- Competent at developing and analyzing spreadsheets in MS Excel.
- Private club or hospitality industry experience with management and supervisory experience is a plus.
- Demonstrated knowledge of legal and regulatory requirements as they apply to HOA and high-rise condominium operations and property management.
- Knowledge of current insurance and risk management programs for high-rise condominiums.
- Knowledge of current human resource best practices.
- The ability and eagerness to speak publicly at meetings and events.
- The ability to reach, bend, stoop, stand, walk, climb stairs, lift to 40 pounds, and handle hot and cold interior and exterior conditions.

Competitive Compensation & Benefits

- A competitive salary from \$170,000.00 to \$220,000.00 as determined by the candidate's experience and demonstrated capabilities.
- Bonus potential after the first year developed with the HOA Board
- Employee Medical and Vision Insurance (Family Optional)
- Dental Insurance (Optional)
- Employee Life Insurance Short Term and Long-Term Disability
- Earned Vacation with PTO (sick time)
- Nine paid holidays
- 401(k) plan with matching employer contributions
- Continuing professional education along with association dues

Note: The preferred method of contact is email. If interested, would you please send your cover letter and resume in PDF format, attached via email with the subject line: Greenway GM? If sending via regular mail, please mark - Greenway GM on the outside of your envelope. Thank you.

Please contact:

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