

## Responsibilities of GPMA General Manager

### **ADMINISTRATION:**

1. Maintain the highest ethical standards at all times.
2. Supervise and advise GPMA team members including the departments of Security, Property Maintenance, Warehouse staff, and Golf Maintenance staff.
3. Act as liaison with the contracted security company.
4. Collect monthly reports and achievements, annual budget, annual profit and loss statement, and other pertinent information for the complex's annual homeowners' meeting.
5. Communicate regularly with the accounting and administrative departments.

### **FINANCIAL MANAGEMENT:**

1. Work with the accounting staff to create GPMA's annual operating budget and recommend its approval to the GPMA Director.
2. Implement said budget and monitor accounts receivable and payables to ensure that budgeted finances are met, or seek approval for variations.
3. Provide explanations to the GPMA Director regarding monthly profit and loss variations from the budget.
4. Supervise the collection of homeowners' dues, as carried out by GPMA team members.
5. Devise and implement a plan for collecting overdue POA fees.
6. Strategize about the best use of POA funds with the Advisory Committee and the GPMA Director.

### **RELATIONS WITH HOMEOWNERS:**

1. Communicate positively and professionally with Property Owners on a regular basis. Provide communications regarding planned projects that may affect availability of power or water.
2. Always act in the best interest of the Property Owners, consult with the Advisory Committee on important matters regarding the communities and Common Areas.
3. Act as liaison with the GPMA Advisory Committee, communicate with the Committee Chair and attend Advisory Committee meetings upon request. Report activities to the GPMA Director. Assist the Committee with its annual election of new members.
4. Collect information for newsletters to be shared with homeowners monthly.
5. Work with Property Owners to plan positive community events to promote a good sense of community.
6. Correspond with homeowners as necessary on matters within the contractor's area of expertise.
7. Report to the GPMA Director any homeowner questions or concerns that are not resolved promptly.

### **ON-SITE OPERATIONS:**

1. Ensure that zones and common areas, and equipment are well maintained.
2. Analyze the efficiency of all GPMA team members and processes and advise the GPMA Director on recommendations to improve efficiency.