



LCA Position Description No 2 (Rev. 6/29/2010)

Title: General Manager

Reporting Relationships:

Line: Direct Report is to the President of the LCA

Direct Reports to GM:

Security Chief & Manager on Duty

Finance & H.R. Director

Clubhouse Food & Beverage Director

Facilities Director & Lake Manager

Golf Professional

Golf Course Superintendent

Recreation Director

Building Inspector

Communications Director

Information Technology Director

Staff: Individual LCA Directors – GM responds to Individual Directors information requests and or concerns.

Various Amenity Committee Chairs

- *Note: "Staff" relationships occur between parties where there is no direct line of reporting authority – involves consulting activities between the two parties.*

General Responsibilities:

- As the Chief Operating Officer of the LCA, the GM is responsible for ensuring that all "Day to Day" operating activities of the Association are conducted effectively and efficiently.
- The GM is also the Long Range Planning Director of the Association expected to spearhead the development of the Association Long Range plan.
- The GM is expected to execute & control both short & long term Finances within approved Budgets.
- As the principal first line contact for Membership the GM is expected to respond promptly and appropriately to all Member concerns.
- As the public face of the Association he is expected in contacts with outside organizations to have and maintain the face of the Association in appropriate fashion.



Specific Duties and Standards of Performance:

Specific Duties	Standard of Performance	Basis of Measurement
<p>1. Ensures that all Association activities are conducted in line with LCA Policies, Rules & Regulations as established by the Board of Directors, LCA By-Laws & Covenant Documents.</p>		
	<p>All LCA activities conducted in line with approved Policies/Rules.</p>	<p>No significant exceptions reported by Membership or Employees.</p>
<p>2. Ensures that all Management Positions are filled by individuals with appropriate experience, training and Human Relations skills, capable of managing their area of responsibility effectively and efficiently. Has authority to engage or discharge employees at all levels; consultation with the Board expected for key Management Positions.</p> <p>3. Ensures that in all areas employees are provided with Current Job Descriptions and are appropriately motivated, trained/developed, appraised and compensated.</p>		
	<p>All Management Positions appropriately filled - All employees given current Job Descriptions & motivated, trained, compensated appropriately</p>	<p>Evaluation by Board Personnel Committee; Individual area manager reports submitted annually by area managers; Annual Employee Satisfaction Survey</p>
<p>4. Reports at the monthly Board Meeting on the "State of the Association", highlighting and explaining any unusual events. Discusses any significant area budget deviations. Between meetings reports promptly to the President and Board any significant event likely to affect the Association such as legal, member/employee conduct, property damage, etc. Responds appropriately to Individual BOD members' questions/issues.</p>		
	<p>Monthly reporting to Board & Interim reporting of Key Events, Overall Board and Individual BOD member good relations maintained</p>	<p>Survey Periodic Poll of Board Members as to Satisfaction with Reporting and/or relationships.</p>
<p>5. As the Association Planning Director oversees the development of the Association's Long Range Plan, including Annual Budgets for both Operating & Fixed Assets, presenting these Budgets to the Board for discussion/approval on the scheduled dates.</p>		
	<p>Long Range Plan, all Budget information, prepared & submitted on schedule</p>	<p>All Plans, Budgets, prepared & submitted on Schedule.</p>

Specific Duties	Standard of Performance	Basis of Measurement
6. When Budgets are approved by the Board, GM manages execution of Budgets in all areas so that the projects and programs planned in these budgets are implemented effectively on a timely basis and within agreed on budget limits.		
	At year end, Operations, Fixed Asset, Major Capital Improvement Budgets, all executed within approved limits	All Budgets executed within approved levels as reported by Treasurer/Auditor.
7. Ensures that the physical facilities of the Association are appropriately maintained / replaced / enhanced, within approved Maintenance and or Fixed Asset Budgets.		
	Physical Facilities of LCA appropriately maintained with approved Budgets.	Status of Facilities as reported by Management and/or Area Committee Chairs, Budget Status as reported by Treasurer/Auditors.
8. Ensures that Financial Records of the Association are appropriately maintained for the Treasurer's monthly reporting of the Association's Financial Position and the annual Association Audit.		
	Financial Records appropriately maintained.	Treasurer's/Finance Committee's/Auditor's Evaluation
9. In concert with the Treasurer and Finance Committee ensures that the Cash Position of the Association is managed so as to maximize return based on appropriate risk.		
	LCA Cash Position appropriately handled.	Treasurer's/Finance Committee's/Auditor's Evaluation
10. Ensures that the Association has in effect appropriate Insurance coverage, General Liability, Physical Property, Directors/Officers' Liability. Status of Insurance Coverage to be reported during normal GM reporting to the Board.		
	All LCA Insurance Coverage Appropriate.	Treasurer's/Finance Committee/ BOD evaluation of GM's periodic reporting on status of Insurance Coverage.
11. Advises, consults, and cooperates with all Area Committees so as to maximize the benefit to membership from the various activities provided to membership by the amenity areas.		
	Consults/Cooperates with Area Committees.	Reports of Committee Chairs and/or Members to the Board.



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12. Ensures that all Purchasing Activities of the Association are handled appropriately. That is that the required number of bids on contracts are obtained, that equal consideration is given to all qualified suppliers and that lowest price, quality considered is the accepted practice in awarding Association business to suppliers.		
	Purchasing Activities appropriately handled.	GM's, Treasurer, Auditor's reports on handling.
13. As the Association Contract Administrator ensures that all contracts, other than routine renewals, before submission to the Board for approval have been endorsed by Legal Counsel and when Board approves ensures that Contractors execute the contracts as documented.		
	All LCA Contracts handled appropriately.	BOD's evaluation of Contract handling from Contract Handling Experience.
14. Acts as Advisor to the Board on Tax Matters affecting the Association, Local, State & Federal; advises Board on actions which should be taken to minimize the Association's Tax Liabilities.		
	All tax matters affecting the LCA handled appropriately.	BOD's evaluation of LCA Tax handling from Tax Handling Experience.
15. As the Principal Contact point for Membership ensures all Member questions /concerns/ issues are dealt with promptly and appropriately.		
	Members Contacts Appropriately handled.	BOD evaluations of Member Reports & Annual Member Satisfaction Survey.
16. As the Face of the Association to the outside world, maintains appropriate contact with local Legal Bodies, local Press/Media, other LCA type Associations and any other outside organizations as appropriate and necessary.		
	Handling of Outside Contacts Appropriate.	BOD evaluation of handling based on Member /Employee/ Outside Source reports of handling.
17. Ensures safekeeping of all Association records.		
	Safekeeping of Records.	BOD evaluation of practice based on GM/Treasurer reports & Annual Audit.
18. Maintains Personal and/or Association Membership in Associations as directed and approved by the Board, appropriate for the GM's personal management development and/or the Association's benefit or in fulfillment of the Association's "Good Citizen's" Obligations.		
	Personal/Association Memberships and/or activities for Personal Development or LCA Benefit.	BOD evaluation of reports from GM on Personal/Association activities for development or benefit.
19. Obtains and maintains any and all licenses and certifications which may be necessary or desirable in order to discharge the duties and responsibilities of the General Manager.		
	Obtain & Maintain all licenses and certifications necessary for GM.	All required licenses/certificates in place & up to date.