

Property Manager

Job Description

1. INTRODUCTION

1. This Operating Procedure establishes and describes the authority and responsibilities, accountabilities, duties, and reporting relationships for the position of Property Manager for Castleton Estates, Inc.
2. This position is a salaried employee of Castleton Estates, Inc. (the neighborhood association). Castleton Estates, Inc. includes the neighborhoods designated as Castleton Estates, Hunter's Woods and Castlebrook.
3. The Property Manager will work under the direction of the Association Board of Directors and will report directly to the Homeowners Association (HOA) President, or a Board appointed board member (hereafter called supervisor). The Property Manager can request this supervisory change at any time to another board member (to be approved by the entire board).
4. An HOA board member cannot also serve as a paid employee concurrently.
5. The Property Manager will receive a yearly written performance evaluation.

2. DEFINITION AND SCOPE

1. The essential function of the Property Manager is to ensure the operational aspects of the Corporation (physical facilities, grounds and building utilization and rentals) are optimized for safety, service and the control of risk
 1. Maintenance of the assets of the corporation
 2. To that end, the incumbent must provide on-going support and expertise to sub-contractors reporting to the Property Manager in establishing goals, objectives in pursuit of the operation of the Corporation
 3. This position is to transact and enforce all directives of the HOA Board of Directors managed by the president
 4. The Property Manager with his/her immediate supervisors' approval researches and assists with the preparation of bids needed to accomplish the task requested
2. The Property Manager will act as an agent of the board for all contracted services

1. Expenditures up to \$500 do not need board approval and require reporting to their supervisor.
3. The Property Manager must represent the Corporation with commonly acceptable business standards with a standard paper trail of actions
4. All contracts, bid proposals, manuals and other documents developed by the Property Manager are the property of the Association and will be kept in the filing cabinet at the clubhouse
5. All employment records are maintained with the Secretary.

3. REPORTING RELATIONSHIPS

1. The Property Manager reports to his/her Supervisor and he/she is fully accountable to him/her. The supervisor is usually the President of the HOA (see 1.3 above)
2. The following positions report to the Property Manager:
 1. Lawn Care Contractor
 2. Weed Control and Fertilizer Contractor
 3. Snow Removal Service

4. AUTHORITY AND ACCOUNTABILITY

1. The Property Manager is empowered by the HOA Board of Directors with the required authority to accomplish the responsibilities, duties, goals and objectives that have been established for the position of Property Manager. This position will then report to a board assigned supervisor usually the President of the HOA
2. The incumbent must ensure that all aspects of safety, claims, permits, and licenses are promptly, and appropriately, performed

5. RESPONSIBILITIES

The main responsibilities of the Property Manager consist of, but not limited to the following:

1. Ensure that the Association operates within the adopted budget from the Annual Homeowners Meeting
 1. Any expenditures outside of this budget must have Board approval
2. The incumbent is responsible for this position's functions year round

1. Majority of work is during the spring and summer
 2. Building and equipment needs to be inspected during severe winter weather
 3. Having the heating and cooling equipment inspected and/or serviced on a regular basis
 4. Change air handler filter as prescribed
 5. Use the security system to observe any suspicious actions
 6. Keep his/her Supervisor informed on situations requiring Board action
 7. Identifying and enforcing covenant violations in accordance with the covenant violation policy.
3. Supporting and taking the actions necessary to the achievement of all objectives established in cooperation with the Supervisor and the Board of Directors
 4. Ensure effective working relationships are established providing the necessary checks and balances that will identify and correct discrepancies in operations and communications between this position and Sub-Contractors.
 5. Ensure that the operation of the position is monitored through verbal and/or written reports on a regular basis
 6. To attend Board Meetings and Annual HOA meeting
 1. Ensure that a current and/or annual PM report on the corporation property is given and what action was performed during that time frame
 7. Attend committee meetings as directed by the supervisor
 8. Use the corporate credit card that is assigned to you for purchases
 1. When using your own money, a company invoice showing the receipt must be presented to the supervisor for approval and submission to the Treasurer for reimbursement

6. DUTIES

The above responsibilities contain the following main duties for the Property Manager of Castleton Estates, Inc. as well as ensuring the quality of the Service Team's employee job satisfaction.

These duties include, but are not limited to:

1. Manage the operations of Castleton Estates, Inc. and the actions and performance of individuals reporting to the position
2. Developing and, upon approval by his/her Supervisor, implementing or causing to be implemented, production policies designed to lower the total costs of any or all property projects in the corporation
3. Obtain estimates for work directed in the budget or by the supervisor
 1. Usually a minimum of three [3] unless that approval by where doubt is raised by the Board
 2. Approving key labor assignment and the skill mix of project crews
 3. Negotiate the contract and oversee all work done by the contractor and ensure they are insured and/or bonded [paper copy]
 4. Ensure the work is in accordance with the contract and the standards are met. If not take appropriate action
 5. All work must have your signed approval before payment is made by the Treasurer and confirmed by the supervisor.
4. Get pre-approval for all expenditures over \$500.00 from the supervisor unless directed by the budget or board
5. Investigating deviations from expected operational performance and taking corrective action as necessary
 1. Providing or causing to be provided, training and cross-training as required and developing prospective management members
6. Ensuring that the assets of Castleton Estates, Inc. are protected within the function as well as the Corporation as a whole
 1. Fill out an expense report with receipts attached for reimbursement by the Treasurer when using your own money or mileage reimbursement for approval by supervisor.
7. Advising his/her Supervisor regarding changes in operational objectives and procedures that will impact suppliers and vendors
8. Investigating and implementing money-saving strategies, discussing them with his/her Supervisor and other members of the Board and implementing when within the purview of the position
9. Assisting in the Development of the next years operational budgets and recommending capital budgets, be they in relation to the replacement of assets, the acquisition of incremental assets

10. Aiding other corporation personnel as and when required, in the general, and specific, operation processes at Castleton Estates, Inc.
11. Ensure the security of premises and equipment
12. Ensure cordial relations with vendors and resident members
13. Accepting any other duties, tasks and responsibilities delegated by his/her Supervisor/Board that would be related to this position
14. Common Grounds (Five neighborhood entrances, clubhouse, clubhouse grounds, pool area and streets and street signs within the neighborhood)
 1. Drive neighborhood weekly to verify good condition of all common grounds, street signs, and street lights
 2. Ensure lawn care (mowing, fertilizing and weed treatment) is carried out per agreement
 1. During a long spell of no rain, usually in August grass usually does not need to be cut. Position must inform the contractor not to cut
 3. Ensure the upkeep and general maintenance of (signs, lights, trees, building, furniture, equipment, and street repair
 1. Reporting in Pothole repairs to city DPW
 4. Cleanliness of all corporate properties
 5. Ensure entrances are kept free of non-association signs
 6. Ensure landscaping of common areas is performed and maintained
 7. Ensure clubhouse is decorated for holidays per budget (board directed)
 8. Ensure all equipment is in working order and maintained as needed. Identify long term maintenance issues
15. Clubhouse
 1. Ensure overall management and operation of the clubhouse
 2. Clean interior as needed
 3. Ensure repairs are made as needed
 4. Schedule use [Rentals] of clubhouse; manage contracts, fee collection and access [delegate as needed].
 1. Pool manager will take over this responsibility when the pool is open
 5. Pre and post use inspections for cleanliness and damage

6. Ensure corporate property is secure and safe
7. Empty garbage in and around clubhouse when pool is closed

16. Playground

1. Inspect weekly and ensure playground equipment is in safe and working order
2. Inspect weekly
3. Take down the cover and flags and store during winter
4. Verify that the "For Residents Only" signs are visible

17. Snow Removal

1. Ensure snow removal services are contracted
2. Ensure snow removal occurs in a timely and consistent manner per the contract. Follow the snow removal policy and if in doubt confirm with the supervisor.
3. Ensure clubhouse entrance is functionally maintained (sidewalk cleared of snow and salted when needed for rentals)
4. Monitor for damages to private property and unsatisfactory performance, have contractor correct problem or report to supervisor.
5. Ensure that eblast goes out in a timely manner.

18. Pool

1. Coordinate with the Pool Manager and Supervisor if there is a question of overlapping nature.
2. Ensure to curb the clubhouse/pool trash for weekly pickup.
1. Cancel service in October, restart in May

19. Covenant Violations

1. Prepare weekly reports of violations to submit to the board.
2. Enforce violations in accordance with the violation policy.

7. MEASURES OF PERFORMANCE

The Property Manager Castleton Estates, Inc. will be deemed to be performing in an acceptable manner when the following have been accomplished:

1. Meets all budgetary, cost effective objectives applicable to the position
2. All projects are completed on time and within budget
3. All property and equipment have been maintained in accordance with expectations of the Board
4. Cross Train with Pool Manager
5. The overall satisfaction of the Supervisor

