

Hot Springs Village Property Owners' Association
Job Description

Job Title: General Manager, Essential/Report position
Department: Administration
Reports To: Board of Directors
FLSA Status: Exempt
Approved By: Board of Directors
Approved Date: FINAL 7/12/2021

POSITION

The General Manager (GM) is hired by the Hot Springs Village Property Owners' Association (HSVPOA) Board of Directors (BOD). The GM manages day-to-day operations of HSVPOA's multi-faceted amenities including golf, food and beverage, recreation and lakes; as well as public works, public utilities, public safety (Fire and Police departments), and all other general administrative functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Top level decision maker for managing P&L for a revenue stream of greater than \$30M and multi-stream budgeting to balance operations, growth, and expense for all facets of responsibility for the HSVPOA as mentioned above.
2. Lead HSVPOA operations by partnering with senior staff to grow and scale.
3. Directs and coordinates the alignment to the strategic goals and vision of the POA as set forth by the Board of Directors.
4. Leads operational, financial, marketing and personnel matters in all divisions of HSVPOA, in accordance with governing policies by empowering direct reports.
5. Develops a balanced budget with available funds to make successful progress against each initiative for all core operations. Presents and justifies budget requests through goals, objectives, and key results for approval from Board of Directors.
6. Closely monitors Risk Management threats, risks, financial uncertainty, legal liability; identifying and controlling threats to HSVPOA organizations continued success.
7. Expectation for GM to be a representative of HSVPOA for Hot Springs, Hot Springs Village, and the surrounding area local affairs and events.
8. Lead discussions that could potentially influence and update local and state governance to provide more opportunity for HSV to capture grants for state funds.
9. Utilizes HSVPOA or public media venues to provide periodic "state of the village" presentations to property owners.
10. Actively engage the Board and provide thorough and timely information concerning budget development/presentation, project status and policy development, as necessary.
11. Performs other duties as assigned by the Board.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Effective at measuring, communicating and balancing return on investment, as well as financial, legal, or legislative risks.
- Proven ability to rationalize and make sound business decisions.

- Top level decision maker for a company with a revenue stream equal or greater than \$30M.
- Proven leadership to grow and lead senior staff members.
- Champion for new ideas, processes, or ways of thinking to propel growth, innovation, and scalability.
- Skilled at creative problem-solving across a wide array of operational services.
- Skilled in creating powerful, compelling, and credible written and oral communications to a wide variety of audiences.
- Exhibits honesty, integrity, excellence, responsiveness, open communication, accountability.

EDUCATION AND/OR EXPERIENCE: Bachelor's degree and/or 7-10 years of proven experience as an executive-level leader in a successful business or public sector environment. Superior management and leadership skills with the knowledge, ability, and commitment to deliver excellent business results in shifting economic conditions.

LANGUAGE SKILLS: Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

FINANCIAL ANALYSIS: Ability to evaluate variances (budget to actual) and forecast the viability, stability, profitability and solvency of the association.

REASONING ABILITY: Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most complex phases. Ability to deal with a variety of abstract and concrete variables.

PHYSICAL DEMANDS: This high-stress position requires handling detailed, complex concepts and problems, balancing multiple tasks simultaneously and making rapid decisions. Must be able to perform the essential functions of the position with or without reasonable accommodations.

WORK ENVIRONMENT: While performing the duties of this job, the GM interacts with others, including the public, most often in an office or meeting room setting and occasionally in outside weather conditions.