



We're Hiring!



To apply for this position, please send your cover letter and resume to: Chris Harrison at charrison@associaonline.com.

GENERAL MANAGER – PENDARIES VILLAGE, ROCIADA, NM

This is an ideal position for a manager with hospitality and/or food and beverage experience - community operates lodge, restaurant/snack bar and golf course. The resort is located in Northern New Mexico, in a beautiful remote setting. This is a great opportunity for a manager who appreciates a challenge with incredible growth possibility!

The Pendaries Village Community Association (PVCA) and Pendaries Village Mutual Domestic Water Consumers Association (PVMD) General Manager is a full time, year-round, salaried employee whose general responsibilities are to administer and enforce the governing documents of the Association, carry out Board directives and implement Association policies as adopted by the Boards, and manage all aspects of the physical plant of PVCA and PVMD.

More specifically, the General Manager will assist the Board of Directors in monitoring and assuring compliance with the Declaration of Uniform Protective Covenants for Pendaries Village, Articles of Incorporation, Bylaws, Standing Orders and rules of PVCA and PVMD. The General Manager will also assist in monitoring and assuring compliance with the New Mexico Non-Profit Corporation Act, New Mexico Homeowners' Assn. Act, all applicable county, state and federal regulations, and adhering to the Board approved budgets.

The following General Manager responsibilities are highly significant but are not inclusive:

- Management and supervision of the water system, maintenance operations, roads, security, resort facilities owned by the Association including golf course, food and beverage service outlets (snack bar, restaurant, bar), and guest lodging owned and/or managed by PVCA.
- Overseeing the acquisition, upkeep, repair and maintenance of all of the Association's common properties.
- Work cooperatively and proactively with the PVMD Board and the PVCA Water Committee, and the State of New Mexico to maintain and improve all aspects of the Community water system, including the water resources and delivery system for the golf course and domestic use.
- Prepare schedules and establish priorities for routine and special work projects.
- Implement Board policy and directives within the scope of the management agreement. Work with the Board of Directors on strategic initiatives, policy governance and association projects.

- Administer the various functions of the community within the projected and approved operating budget and advise the Board of Directors of significant operational problems or deviations from the management plan.
- Analyze financial reports, coordinate input of professional advisors, and implement recommended procedures. Establish priorities and provide advice to the Board concerning major expenditures.
- Responsibilities associated with finance are extensive, including but not limited to: budget preparation and monitoring; capital reserve obligations; collection of receivables; establishment, maintenance and monthly reconciliation and reporting on all accounts; reporting monthly profit and loss statements for the Board and members; ensuring and implementing a sound procurement program; and the execution of all county, state and federal financial and compliance reports.
- Act on delinquencies and violations of rules as set out in Board approved policy guidelines.
- Supervise all on-site personal and oversee contractors providing service to the community.
- Responsible for employee hiring, training, development and performance management.
- Develop, implement, and monitor and participate in a sales and marketing plan that results in optimum financial benefit for all resort operations and property owners.
- Create and maintain highly effective communication programs and procedures with the Association community, staff and the Board of Directors that foster common understanding of important activities, goals, policies etc. of the PVCA and PVMD, and to assist and foster an informed and educated membership.
- Attendance at general Board meetings, annual meeting of the association, special Board meetings, and Executive Board meetings, to serve in an advisory and consultative capacity.
- Other duties as assigned.

Knowledge, Skills, Education and Experience:

- Knowledge of Microsoft Office products at a proficient level.
- Knowledge of the Association Board of Directors, the general Manager and how those roles interface with the requests of homeowners.
- Knowledge of typical business correspondence at an expert level.
- Knowledge of conflict resolution techniques at an expert level.
- Professional communication skills.
- Self-motivated, proactive, detail oriented and a team player.
- Time management and time critical prioritization skills.
- Bachelor's Degree Preferred
- 5-7 years of directly related or closely related experience
- 5-7 years of Community association experience
- 3-5 years of Management and/or Supervisory experience
- CMCA, AMS, PCAM and/or LSM designations