

**GLENSHIRE/DEVONSHIRE RESIDENTS' ASSOCIATION ("GDRA" or "Association")**  
**JOB DESCRIPTION**

**Job Title: Facilities/Community Standards Manager**

**Work Location: Glenshire/Devonshire Community, Truckee, CA**

**Division/Department: Facilities**

**Reports to: GDRA's Operations Manager**

Full-time

Part-time/seasonal

Exempt

Nonexempt

**This is a full-time, year round, position. Normal business hours at GDRA are between 8 AM and 6 PM Monday through Friday. The position is anticipated to work between 32-40 hours per week, and the anticipated schedule will be Monday to Friday between 8:00 am and 6:00 pm, with flex-time. There will be a minimum introductory orientation period of one month. However, employment at GDRA is "at-will" which means that GDRA or the employee may terminate the employment relationship at any time with or without notice, and with or without cause. An employee contract may become available within three to 12 months.**

**Position Summary:**

Under the supervision of the Operations Manager and other GDRA Management as appropriate, the Facilities/Standards Manager is responsible for maintaining GDRA Facilities and Community Standards. Daily responsibilities are focused on activities to help protect and enhance the quality of life and property in Glenshire/Devonshire.

In addition, the Facilities/Standards Manager prepares documentation such as reports and correspondence, attends meetings, assists with owner communications and events, and other office duties as necessary.

**Essential Duties and Responsibilities:**

**FACILITIES MAINTENANCE & MANAGEMENT AND PROPERTY COMPLIANCE**

- Responsible for working with the Operations Manager and other association staff members in maintaining and managing all aspects of the GDRA facilities and some aspects of common areas.
- Ensure all areas within the GDRA adhere to the community standards as defined by the governing documents.
- Manage and execute all aspects of property compliance – which may arise from community complaint, change of ownership escrow inspections, or other means – from conducting and documenting exterior inspections to communicating directly with property owners and other involved members regarding alleged violations to working with property owners to define and execute a plan for resolution through completion.
- Maintain accurate records of inspections performed including discussions with individuals, noncompliance with CC&R's and Association Rules. Prepare correspondence and notices according to office procedures including additional documentation as required.
- Participate in Design Review Committee meetings (called as needed, approximately 1-2 times per month) and communicate in writing with the property owners regarding the outcome of their request.
- Attend sufficiency review meetings with Covenants Committee members. Conduct further investigation or dismiss the complaint due to compliance or lack of jurisdictions as directed at sufficiency review.

**PARTNERSHIPS AND COMMUNITY EDUCATION**

- Assist GDRA staff with the delivery of facilities community standards education and outreach information.
- Coordinate and interface as needed with Truckee Fire Protection District Fire Prevention Specialist.
- Maintain a current and working knowledge of Nevada County and Town of Truckee ordinances.
- Maintain a current and working knowledge of GDRA, procedures including Covenants, Conditions and Restrictions, Rules, Policies and Procedures and Restrictions.
- As necessary, help train and assist seasonal maintenance/pool staff.

#### ADMINISTRATIVE/OTHER

- Operate office equipment such as telephones, computers, copiers, scanners, etc. Utilize various computer software packages including inspection software, word processing, and spreadsheets, as required.
- Maintain all files, tickler systems and records required by the Inspection office procedures. Coordinate the cross referencing of records and files in accordance with the Association's record management plan.
- Assist in annual budget preparation.
- Communicate and engage with others in a professional manner.
- Work well under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer/client service.
- Have a valid driver's license to safely operate vehicles to inspect properties within the development in all weather conditions.
- Other duties as assigned by Operations Manager

#### Essential Physical Requirements of Position:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The employee must be able to regularly communicate orally and in writing.
- The employee will frequently be required to stand and/or remain stationary for extended periods of time.
- The employee will be required to use their hands and fingers to grasp handles or feel.
- The employee is frequently required to reach with hands and arms; ascend, descend or balance; and position self to access files/equipment, etc.
- The employee will be required to regularly walk, kneel, crouch, climb, or crawl.
- The employee must frequently lift and/or move up to 35 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The employee will be required to perform repetitive tasks;

**\*\*NOTE:** If an applicant or employee has a qualifying disability or medical condition that affects their ability to perform the essential duties and requirements of this position, the individual should promptly advise the Operations Manager and the Association will engage in the interactive process with the individual to determine if a reasonable accommodation exists to help him/her perform the essential duties and requirements and, if so, whether it can be provided by the Association without creating an undue hardship for GDRA. The Association may require medical documentation supporting from the individual's health care provider to support a request for reasonable accommodation.

#### Working Conditions:

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, outside weather conditions and unmarked obstacles on the ground. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.

#### Education, Work Experience, Qualifications:

- Ability to interact with others in a professional and respectful manner.
- Ability to properly dress for the position.
- Ability to understand Association rules and regulations.
- Proficiency in speaking and writing in English for the safe and efficient operation of the Association because this position will regularly interface with owners and visitors of the Association and may also need to respond to situations requiring prompt and clear communication to resolve issues.

- Possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.
- 5+ years of commercial pool and pool equipment maintenance experience.
- Certified Pool Operations (CPO) certification will be required, cost to maintain covered by GDRA
- Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended/desired.
- Strong project management experience.
- Working knowledge of how a HOA functions or previous experience within a HOA is strongly preferred.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, safety regulations and governmental regulations.
- Construction/Landscape experience and knowledge desired.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to calculate figures and amounts such as proportions, percentages and area. Knowledge of applying basic concepts of basic algebra and geometry, or ability to learn.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must be able to work under pressure and deadlines, as well as prioritize time effectively.

<b>Job Description Reviewed and Approved on:</b>  _____	<b>Signature of Operations Manager:</b>  _____
<b>Job Description Received and Reviewed by Employee on:</b>  _____	<b>Employee's Signature:</b>  _____