

Week Ender 06-19-08

Help find a General Manager

- Several members have been encouraging people they know to apply for the position of General Manager. Others have contacts that are able to share the information with their networks (like people retired from public administration). Please share the job description with those you feel might be qualified and encourage their application.
- The job description is attached at the end of this Week Ender or you can refer them to the website: <http://rivron13.com/shoa/> for application information.

Meet the Candidates

- Coffee, doughnuts, and conversation with the candidates are in order before the Board meeting Saturday. Come by the office at 8:30 and talk with them. Find out who you want to vote for.

Board Topics Saturday

- Fine Policy – describes internal procedures to comply with covenants and sets pet fines as initial step in increasing the effectiveness of covenant enforcement.
- Manufacturing policy – sets forth simple steps to allow art studios or other in home manufacturing that would also comply with other covenants.
- Volunteer Policy – establishes parameters for volunteers and establishes L & I coverage if injured.
- Auditor Initial Report to the Board – the preview of this years audit for Board information and questions is scheduled for 11 AM.
- Six Year Water Plan – This is a look at decisions that involve water meters and pipe replacement. The issues potentially cost several million dollars. If you want the nitty-gritty details, Karl Johnson, the consultant preparing the report will answer questions for the Board. Scheduled for 1 PM.
- Appeal hearing regarding covenant referring to homes and garages being sided or roofed with the “same materials.” Scheduled for 10 AM.

Bridge reports - Trustee Jim Flood writes the following:

- On the bridges here is the latest. One of Western Woods people is coming down the latter part of this week to scope things out one final time. He plans to meet with Bob Haskins.
- The crews and materials arrive this coming Monday the 23rd of June. This is a week or two earlier than previous plans. They will start the abutment (Timber mud seal) work and lay out the stringers and decking at the staging sites.
- The crane will follow the following week and start the first of the 6 installations.

Covenant Compliance Officer

- Applications closed last Friday.
- Interviews are planned for this Friday.

Community Relations

- Jane Bowen and Georgia Mourikis report the following:
- Just want to remind everyone that the annual picnic at the SHOA office is July 12th starting at 1:30 P.M. It follows the annual meeting, which will be held at the Elks Lodge in Long Beach. If you have plans to attend the picnic please sign up or call the office so we can have a head count. We would appreciate it if you would let us know by July 9th. Don't hesitate to bring along that special dish if you have the time. Otherwise, just bring yourself and enjoy the food and good company.
- The garage sale is over and was a huge success.
- We have now started working on beautifying the cabanas. Volunteers have painted the cabanas at Seabreeze and Skating Lakes. Jim Johnson completed Skating Lake, while Tony and Georgia Mourikis worked at Seabreeze. In addition, DPR brought in heavy equipment and staff, and began moving dirt in anticipation of plantings by George Miller and others in the area (see pictures below). Just another example of volunteers in action.



- Adopt a Cabana has become a great community project and the excitement in the air is contagious.

- A workshop on natural plants will be held at the SHOA office on June 28th at 2:30 and we encourage everyone to attend.

Reruns and Continuing Issues, in case you missed them:

Next Regular Board Meeting June 21, 2008

- The next regular Board of Trustees meeting is June 21, 2008 at 9 AM at the SHOA business office. These are open meetings, and SHOA members are encouraged to attend.
- The agenda of each meeting is posted on the windows of the business office several days before the meeting, and are available at the office during regular working hours (10 am to 4 pm Monday through Saturday; and 10 am to 2 pm on Sundays during the summer).

Arts and Fine Craft Studio Tour

The following is provided by Jan Richardson:

- The Surfside Homeowners Association has announced that an arts and fine craft studio tour can be held in Surfside. Plans are being drawn up for this late summer event which will feature a self guided tour to home studios. Many fine artists have been attracted to Surfside as it is a great place to live and work. We would like to share this abundance of talent with the community. Interested artists should contact Jan Richardson at (360)665-3433 or 665-3248.
- Note: Jan Richardson is owner of Windy Meadows Pottery, Ltd and a member of the Peninsula Art Association. Jan has been a member of the Surfside community for several years and prior to that lived in Maryland where Windy Meadows Pottery originated. Jan developed the unique style of hand built clay houses that have charmed many collectors for three decades.
- Dates and locations for this tour will be available on the web page and will be listed in the Chinook Observer when determined.

SHOA Web Site Volunteer Administrator Sought

- SHOA is considering bringing the management of the SHOA web site within the SHOA staff and committee structure in the future, hoping to enhance the site, improve the timeliness of updates, and reduce costs
- Members, who have web site administrator experience and wish to volunteer their services, should contact Ken Karch, General Manager, at the SHOA office.

Volunteer Newsletter Layout/Editor Opportunity

- SHOA has a need for a volunteer to assist or lead the SHOAndTell layout and editing of the SHOandTell newsletter.

- Applicants would be expected to donate up to 12 hours during the second or third weeks of February, May, August, and November, to prepare a "camera-ready proof" of the SHOAndTell newsletter for the printers.
- Applicants should have experience in using Microsoft Publisher, PageMaker, or other software capable of creating the layout in a format to permit conversion to a single pdf file for distribution electronically (via email) or posting to the SHOA web site.
- If interested, please contact General Manager Ken Karch at 360 665-4171 or deltajunky@aol.com

Kerry Amundson Reminds New Members to Call

- Just a reminder: if you are a **new full time** resident of Surfside, please call Kerry Amundson at 665-2779 so she can personally meet you and welcome you to the neighborhood and give you a gift bag full of information and goodies from local businesses. And welcome to Surfside!

Christian Women's Groups Meet

- These non-denominational groups offer "Fun, Friends, Support, Bible Study, Prayer, & Spiritual Renewal". Questions? Call Coral Hughes: 665-3206
- These meet in homes every Thursday at 9:30am:
 - *Bonnie Masson: 32904 "J" Place; Call 665-6504
 - *Linda Lanphear: 809 - 347th Place; Call 665-0895
 - *Mindy Burns: 33609 "I" Street; Call 665-0880
- NEW Working Women's group meets Tuesdays at 5:30pm:
 - *Lola Larson: 5015 "L" Place, Seaview; Call 642-8359

Other Local News

You may access directly the current issue of the weekly Chinook Observer, our local source of news and events, by clicking on the following web site:

<http://www.chinookobserver.com/>

You can also find things going on the peninsula at the following web site of the Visitors' Bureau:

<http://www.funbeach.com/>

and of the Pacific County Friends of Lewis & Clark at:

<http://lewisandclarkwa.com/pages/ocian.html>

and for local news of the Ocean Park Area Chamber membership and activities:

<http://www.opwa.com/>

and, finally, SHOA's own web page at:

<http://www.shoaonline.com>

Keep the news coming... submit information to (put Week Ender in subject line):

Surfside Homeowners Association

Mailing Address: 31402 H Street, Ocean Park, WA 98640

Office Email: shoa@willapabay.org

Office Phone: 360 665-4171

To apply for the position detailed below, phone or email the SHOA office to request that an application package be sent to you. When applying for the position, a resume and a letter of application must accompany the completed application.

Phone: 360-665-4171
Email: Shoa@willapabay.org

POSITION DESCRIPTION

GENERAL MANAGER

INTRODUCTION: Surfside Home Owners Association (SHOA) is a private, non-profit, home owner association. The association is located on the Southwest Washington coast on the Northern Long Beach Peninsula. It has nearly 2,000 members who own 2,800 parcels of property within the association. It is governed by a 9 member board of trustees, has 10.5 employees, 18 volunteer committees, and an annual budget of over \$1 million. The community is diverse in having full time residents, both actively working and retired, recreational vehicle use, second beach homes, view property, ocean front property, canal and lake property and regular residential or recreational lots. The Association provides water service, a trash compactor, maintenance of cabanas, bridges, and waterways, deputized security patrol, covenant enforcement, recreational vehicle storage, and active communications with membership. The Association is seeking a general manager with the attributes and responsibilities described below.

GENERAL MANAGER (FSLA Class: Exempt)

REPORTS TO: Board of Trustees, The General Manager is employed on an at-will basis and may be terminated with or without cause.

POSITION SUMMARY: Under the direction and supervision of the Board of Trustees, and in accordance with the RCW's governing Homeowners Associations, Articles of Incorporation of the Association, By-laws of the Association, covenants, policies established by the Board, and all other applicable laws and regulations, the General Manager has full responsibility and authority to plan, staff, direct and manage the affairs of the Association except as specifically designated to Trustees.

KNOWLEDGE, SKILLS AND ABILITIES

Secondary Education with minimum of Associates Degree in Accounting, or Business, or Public Administration, Bachelor degree preferred. Person without

qualified degree program may be considered with a minimum of five years progressively more responsible administrative positions in upper management in service related industry including the development or continued management of comparable large multi-faceted operations. Previous experience working with volunteers dependent organizations is desirable. Must possess the ability and desire to communicate with an economically and socially diverse membership and maintain open and productive relationships with Board, staff, government agencies and vendors. Requires the following demonstrated knowledge and abilities:

- ◆ **Governing Regulations:** General knowledge and understanding of laws, rules and regulations related to business, employment, and the ability to understand and administer the Association based on it's Articles of Incorporation, bylaws, policies, and covenants;
- ◆ **Fiscal Management:** Knowledge and use of sound budgeting and fiscal management practices;
- ◆ **Management Systems:** Use of such management tools as information systems, statistics, accounting, public relations, including specific skill in word processing and spread sheets, etc.;
- ◆ **Human Resources:** Knowledge of concepts, practices and regulations of human resource management and supervision and labor management relations;
- ◆ **Management Practices:** Knowledge of management concepts and practices, including how to establish goals and objectives, develop work plans, coordinate operations, program planning, implementation and evaluation, organizational planning, etc.;
- ◆ **Communications:** Must have the ability to speak and write clearly and concisely in communicating within the organization and with the public;
- ◆ **Conflict Resolution:** Must have knowledge and demonstrated skill at resolving conflict in situations with diverse disputants;
- ◆ **Analytical Skills:** Must have analytical ability to understand problems, develop criteria and alternatives and apply judgment for optimal solutions;
- ◆ **Interpersonal Skills:** Must have interpersonal skills to listen effectively to others and cause others to understand concerns relevant to the position or organization;
- ◆ **Leadership Skills:** Functions effectively under stress exhibiting integrity, thoroughness, self motivation, and ethical behavior in providing organizational leadership and coordination;
- ◆ **Sensitivity:** Exhibits responsiveness, credibility, tact, confidence, cooperation and sensitivity in all contacts;
- ◆ **Supervisory Skills:** Provide appropriate level of staff supervision, training, coaching and mentoring to assure the needs of the members and the affairs of the Association are conducted in a competent, caring, ethical and professional manner;
- ◆ **Evaluative Skills:** Monitor work performed by staff, volunteers and Trustees, offering encouragement for work well done, recommendations for

improvement when appropriate. Complete regular evaluative processes leading to continuing improvement of performance by staff;

- ◆ **Water Delivery or Utility Experience:** Understands and works closely with water department staff to guarantee uninterrupted high quality water service;
- ◆ **Project Management:** Understands and has experience with project management, especially as related to construction; is capable of developing, implementing and executing complex projects.

General Responsibilities

- 1) **Delivery of Core Functions:** Assures that core functions of Water Delivery, Maintenance, Security (Patrol), Covenant Enforcement, Compactor, Finance, RV Storage, Member Relations, Communications are carried out without interruption and in an efficient and effective manner;
- 2) **Delegation:** delegates work appropriately to staff consistent with assignments and skills;
- 3) **Communications:** Shares knowledge and expertise within and outside of the Association for the betterment of the larger community in which we live;
- 4) **Ethics:** Adheres to high ethical standards in regard to compliance with laws and policy, development of policy and procedures, confidentiality of information, provision of service, resolution of conflicts, fairness to employees, personal and professional conduct, risk assessment and mitigation, conflict of interest, or any other job related behavior that could reasonably be interpreted as reflecting on the reputation of the Association;
- 5) **Representation:** Maintains and projects a positive image within the Association. Serves as Association advocate, representing the Association by conducting him/her self appropriately at all times in manner, dress and actions. Establishes and maintains effective and professional business relationships with members, business associates, county officials, and vendors;
- 6) **Risk Management:** Is responsible for effective risk management for the Association. Performs all functions in a risk appropriate manner, and according to Association policy and procedures, assures the safety of other employees and members. Works toward resolution of safety issues, injuries or potential problems, referring to the most appropriate source for resolution. Encourages and support members, volunteers, and staff to perform tasks safely and reports such to the appropriate supervisor for further action as needed. Is responsible for overall monitoring of safety and security of the organizations' physical assets.

POSITION RESPONSIBILITIES

ESSENTIAL FUNCTIONS

Board Responsibilities

- a) **Planning:** Coordinates and reports on short term and long term objectives, and program planning;
- b) **Continuous Improvement:** Makes recommendations to the Board concerning association products, processes, policies, regulations and the budgets required to support them;
- c) **Counsel:** Provides or accesses counsel to the Board regarding legislative or regulatory actions, or legal aspects affecting the Association;
- d) **Policy Maintenance and Development:** Reviews, understands policies and procedures, and makes recommendations for change as deemed appropriate or necessary;
- e) **Meeting Documents:** Prepares the agenda, reports, and minutes and assures proper record maintenance;
- f) **Trustee Relations:** Demonstrates continued ability to work with a volunteer Board in the total management of the association;
- g) **Follow Through:** Executes decisions of the Board.

Member and Community Relations

- a) **Representation:** Is the face and the voice of the Association in its daily activities and conducts oneself in a friendly, caring and professional manner at all times and in all situations, including contacts with members, volunteers, trustees, the media, vendors, other organizations and the general public and expect the same of staff;
- b) **Volunteer Relations:** Recognizes that volunteers are important to the Association. Assists volunteers in completion of their assigned tasks, training as necessary in the minimal requirements for record keeping of actions taken and as required by the Association, and act as a legal or historical resource as requested or deemed appropriate;
- c) **Facilitative:** Presents oneself in contacts within the organization as a facilitator, there to help the process, not hinder it;
- d) **Customer Service:** Maintains a culture of customer service within the organization through leadership, training, and coaching of volunteers and staff;
- e) **Communications:** Implements a communication plan utilizing appropriate and effective means of mass communication that is practical and affordable; assuring that information can be accessed by members through varying technologies or mediums. Develop and maintain a check list of required information that must be disseminated to the membership each year to assure compliance with applicable laws or regulations, guarantee timely delivery of required correspondence;
- f) **Government Relations:** Maintains positive and effective relationships with all relevant governmental [entities](#) and agencies, [including legislative and administrative rule setting entities that affect the interests of the Association.](#)

Fiscal Responsibilities

- a) **Budget Development:** Assists staff, budget committee, and Board in budget preparation, actively identifying and evaluation budget requests in light of Association fiscal capacity;
- b) **Staffing:** Assures staffing are consistent with the needs of the Association and available resources;
- c) **Fiscal Controls:** Insures the development, accuracy, implementation and evaluation of administrative policies and management activities relating to the budget, control, cost determination, fee setting and collections, and financial reports to the Board and membership;
- d) **Contracts:** Arranges for or negotiates of contracts and agreements for provision of services and, products;
- e) **Performance to Budget:** Monitors actual performance to budget, working with Treasurer, advises the Board, departments and affected committees and providing projections, advice and direction as warranted;
- f) **Asset Management:** Assures proper maintenance of physical facilities by evaluation, planning, budgeting and monitoring activities related to asset sustainability.

Planning

- a) **Assurance of Core Functions:** Performs continuous reviews of all core Association functions, including, but not limited to: Water Delivery, Maintenance, Security (Patrol), Covenant Enforcement, Compactor, Finance, RV Storage, Member Relations, Communications, answering the following questions where appropriate;
 - 1) *Would anyone notice if we stopped?*
 - 2) *Do we deliver a quality product?*
 - 3) *Do we improve the quality of life?*
 - 4) *Do we do it economically?*
 - 5) *Does it increase property values?*

6) *Is it easily understood?*

- b) **Technical Efficiency:** Reviews and recommends new services or technology, that if employed would improve operational efficiency or add value to a product or service;
- c) **Staff Resources:** Participates including individual employee's goals and objectives that support the corporate goals;
- d) **Action Planning:** Develops Action Plan for each goal, obtains Board acceptance, begins implementation of the plan;
- e) **Monitoring:** Monitors and reports to the Board at least quarterly on progress in completing the Strategic Plan.

Staffing and Human Resource Responsibilities

- a) **Positive Work Environment:** Creates and maintains a positive work environment for all employees;
- b) **Staffing Levels:** In conjunction with the assigned Trustee and management staff, determines human resource needs that support corporate goals and objectives;
- c) **Employment Policy:** recommends employment policy to the Board interprets and applies policy to foster a positive work environment compliant with all applicable regulation;
- d) **Retention:** provides leadership to attract and retain qualified individuals;
- e) **Hiring:** In conjunction with appropriate Trustee(s), other Trustees as assigned, and other persons whose knowledge is deemed valuable, assume the primary responsibility for interviewing, hiring all employees, and arrange for, conducts or participate in training and orientation of all new hires;
- f) **Teamwork:** Promotes teamwork between all staff, volunteers and Trustees, specifically addressing cross functionality;
- g) **Employee Manual:** Assures development, revision, and dissemination of employee manuals;
- h) **Staff Development:** Promotes educational and career development opportunities consistent with corporate goals and objectives; optimizes use of talent and skills of staff and volunteers;
- i) **Supervision:** Manages and supervises personnel directly reporting to the general manager; supports or assists others with management responsibility to obtain optimum results;
- j) **Evaluation:** Develop, refine, implement and monitor a system of employee evaluation; assure effective evaluation techniques; maintain confidential employee files, develop plans of improvements; take legal and necessary actions when needed to for the termination of employees.

Salary range for this position is \$55,000 to \$65,000 annually.

Competitive benefits package available.

This position closes July 14, 2008 or when filled.

