

Westchase CDD

Job Description

Job Title: Operations Manager

Reports To: Westchase Community Development District Board of Supervisors

Job Summary

The Operations Manager is responsible for implementing the policies and decisions of the Westchase Community Development District Board of Supervisors. The Operations Manager provides overall direction, supervision of all day-to-day operation of the property to assure that all site operations are in compliance with established policies and procedures, management agreements, and are consistent with the CDD's overall objectives. The Operations Manager is the primary liaison with the CDD Board of Supervisors. The Operations Manager is the primary contact with residents and must have excellent people skills and a Customer Service attitude. This is a Supervisory position, must have appropriate skills and experience.

Primary Duties & Responsibilities

(The following examples are intended to be descriptive, but not restrictive.)

1. Hire and supervise all on site employees. Prepare and ensure staffing schedules are consistent with needs.
 - A. Manage a high-quality staff through training, motivation and on the job development.
 - B. Communicate effectively with staff members and ensure compliance with all personnel management policies and procedures.
 - C. Effectively perform and document appropriate staff evaluations including, but not limited to, performance reviews and corrective action reviews and termination paperwork.
 - D. Process Payroll
 - E. A great customer service attitude is required.
2. Conducts daily inspections of common areas and District property to ensure they are being properly maintained and/or in good repair.
3. Monitors all contracts, including but not limited to landscaping, irrigation, and pond maintenance to obtain full compliance with contractual obligations.
4. Manage relationships with vendors and contractors
5. Recommends preventative maintenance needs where applicable and with Board approval administers maintenance program.
6. Plans, develops, evaluates, and coordinates all maintenance operations and provides appropriate professional managerial leadership techniques so that subordinates, whether staff or contractors,

are positively motivated to work toward their common goals as a team while he/she remains in control of the outcomes.

7. Purchases all routine maintenance supplies.
8. Approves all invoices for payment after assigning appropriate codes and tracking numbers. Submits invoices to Management Company for payment and Board approval.
9. Prepares for and attends Board of Supervisors meetings and workshops. Prepares information for use in board agendas and the Board agenda book.
10. Responds courteously to complaints of residents, as well as all types of inquiries
11. Apprises Board and Management Company of any unusual problems.
12. Administers policies, enforces rules and regulations, and advises Board of situations of non-compliance and pending enforcement actions.
13. Conducts budget reviews and reports cost plans to the Board.
14. Preparation of annual budget for the Managers' entire responsibility area which will then be rolled into the general operating budget prepared by the Management Company.
15. Carry out the directions of the Chairman and the Board of Supervisors and work closely with Management Company staff.
16. Promote safe work practices among all staff and contract workers. Conducts quarterly staff and safety meetings.
17. Participate in continuing education and training programs that the Board would deem appropriate to the furthering of position knowledge.
18. Performs other duties as assigned or deemed necessary by the Westchase CDD Board of Supervisors.

Qualification Requirements

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

Education and/or Experience

Associate Degree: Bachelor's Degree preferred; two to four years related experience and/or training.

Communication Skills/Customer Service Skills

Must have excellent communication skills. Must have fluent command of the English language. Ability to read and comprehend instructions, correspondence, and memos. Ability to communicate effectively orally and in writing appropriate business type correspondence. Ability to effectively present information to residents and owners, Board of Supervisors and other employees of the organization and the public. Should possess excellent phone etiquette. Must be customer oriented.

Reasoning Ability

Ability to apply commonsense understanding to carry out detailed written or oral instructions. Ability to effectively perform with multiple tasks simultaneously. Ability to deal with problems involving multiple variables in standardized situations. Ability to effectively deal with people, subordinates, Board members and property owners.

Computer Skills

Working knowledge and proficiency of word processing, spreadsheet, e-mail and other office related computer programs. Must be computer literate.

Maps – Utility Drawings – Construction Drawings

Should be able to read and understand various professional documents.

General Knowledge – Construction

Building, Utility, Electrical, Plumbing, Excavation, Pond Systems, Drainage, Conservation, etc.

Supervisory Skills

Strong administrative and organizational skills, time management, ability to prioritize, professional image, strong customer service orientation, knowledge of on-site maintenance requirements including dealing with vendors and contractors, negotiating, problem solving, decision making, effective allocation of resources, employee relations.

Certificates, Licenses, Registrations

A valid Florida's Vehicle Operator's License.

Physical Demands

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job the employee is required to stand, walk, use hands to finger, handle, or feel objects, reach with hands and arms, climb or balance, stoop, kneel, or crouch, and talk or hear.
2. The employee is required to sit at a desk for extended periods.
3. Operate computer.
4. Walk in construction areas, conservation areas, wooded areas, muddy areas.
5. The employee will drive a pickup truck and mule vehicle (like a golf cart).
6. May be outdoors in inclement weather i.e., rain, wind, dust or extreme heat.
7. The employee must lift and/or move up to 45 pounds.
8. Specific vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The employee functions in a general office environment but is responsible for the effective management of the entire outdoor and indoor properties of the District.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.