

Candidate Profile

General Manager/Chief Operating Officer

Big Bass Lake Community Association
Gouldsboro, Pennsylvania 18424
www.bblca.com



Organization

Big Bass Lake Community Association (BBLCA) is a private year-round, single-family planned recreation-oriented community that is owned and governed by the BBLCA for the mutual benefit of its members. The community was first started in 1971 by the Larsen family and changed from developer-controlled to the membership in 1990. BBLCA is spread over 1,900 beautiful acres in Northeast Pennsylvania in the heart of the Pocono mountains. The Pocono Mountain region is home to rolling mountain terrains, breathtakingly beautiful waterfalls, thriving woodlands, and 170 miles of winding rivers. Located within driving distance of most major East Coast cities, the Poconos offer a myriad of nature-filled outdoor and indoor activities.

BBLCA has been the recipient of many awards and has been rated as a Gold Star Certified Community by the Pennsylvania and Delaware Chapter Community Association Institute. Most recently, BBLCA was rated in the top ten (#5) most affordable lake towns to buy a waterfront property in Forbes magazine. There are currently 1,129 homes and additional lots for expansion. There are over 29 miles of paved roadways with eight approved entrances all maintained by BBLCA. Management buildings include an Administration Building and Maintenance Building. Community amenities and activities include:

- Three Lakes/Ponds: Big Bass Lake (90 acres), Larsen Lake (60 acres), Lake Natalie (40 acres)
- Two Beaches with staffed certified lifeguards (Big Bass & Larsen Lake)
- Marina's (two), Fishing Activities
- One Indoor Pool & Sauna
- One Outdoor Pool with New Splash Pad Area
- Recreation Center with Treetop Snack Bar, Air Hockey, Pool Table, Library, and Deck Area
- Fitness Exercise Room
- Clubhouse with indoor Shuffleboard Room, TV Area, Deck area, and Snack Bar
- There is an outsourced restaurant that offers catering and to-go food services
- Six Tennis Courts, Four Pickle Ball Courts
- Two Basketball Courts
- Two Bocce Ball Courts
- Two Shuffleboard Courts
- Three Volleyball Areas
- Soccer Field
- Horseshoe Area
- Three Tot-Lots Children Play Areas
- All-Purpose Field-Community Fire Pit, Tetherball, Disc Golf

- Community Member cared for Garden lots
- Mallard Trail Rustic Hiking Trail, Tubing/Sledding Hills
- Multi-Purpose Recreational areas

Position Summary/Description

The General Manager/COO reports to the Board Chair and Directors (7) and shall be responsible for the day-to-day operations and affairs of the Association. There are also standing committees to recommend and advise the Board of Directors and Management which are in the best interest of all members. The GM/COO is responsible for the leadership, supervision, and evaluation of the following key personnel:

- Business Manager
- Facilities Manager
- Safety Manager
- Architectural Review/Compliance Coordinator
- Recreation Director

Responsibilities

- Establish and maintain positive and professional relationships with property owners and guests, staff, visitors, vendors, and members of the Board of Directors.
- Establish and maintain positive and professional relationships with the local community and governing authorities.
- Provide a high quality of life through enjoyable living and recreation in an environment that is safe and is maintained in as a natural a state as possible through the prudent use of natural, human, and financial resources.
- Manage the financial condition of BBCLA, demonstrating an ability to analyze, synthesize, and interpret financial statements and recommend action to achieve the budget goals.
- Provide leadership and strategic vision in the development and execution of operations while maintaining the integrity of the community's service standards.
- Demonstrate and apply a broad knowledge of concepts, practices, and procedures for best practices management of a diverse workforce and how it supports related operations.
- Supervise all Directors and Managers to ensure compliance with local, state, and federal regulations, as well policies and procedures.
- Serve with a high degree of visibility throughout the community, both on and off the job, to ensure community services are effectively communicated and efficiently delivered.
- Initiate and implement strategic initiatives to enhance member and guest satisfaction and support Community initiatives.
- Work with the Board of Directors to implement the strategic plan.
- Ensure the highest level of customer service from all employees to current residents and prospective owners to maintain a positive image and enhance the community's reputation.
- Identify areas of process improvement and leverage best practices by working with appropriate resources as necessary.
- Work through appropriate staff to respond quickly and consistently to issues or complaints raised by property owners.
- Implement general policies established by the Board of Directors.
- Partner with the Board of Directors to anticipate their needs and provide timely information regarding project status and policy development.

- Maintain a thorough working knowledge of the composition of association documents, understanding of governing statutes and Board procedures, legal issues, etc.
- Lead the department managers in the development of the annual operating and capital budgets to be presented to the Board.
- Monitor, manage and implement the approved budget in compliance with standard accounting practices.
- Maintain the highest quality of staff by creating a positive work environment, effective recruiting, retention, coaching, succession planning, and training.
- Maintain the highest level of ethics and integrity consistent with applicable regulatory standards and company values.
- Provide guidance as to minimize employee relations issues and exposure to litigation. Attract, retain, and develop a high-performance work team.
- Represent BBLCA and its community at the local, state, and federal levels with pride and enthusiasm.
- Other duties as requested by the President and Board of Directors.

Key Requirements & Characteristics of the GM/COO

- A minimum of five years as a General Manager, Property Manager, or comparable in similar Large-Scale community development or municipal environment.
- BA/BS Degree or equivalent in Administration, Management, Hospitality/Resort Industry or similar.
- Certified Manager of Community Associations (CMCA) or Association Management Specialist (AMS) or the ability to obtain either certification as soon as practically possible.
- A true visionary, problem-solver, and innovator.
- Experience with lakes, dams, roads, and general infrastructure and maintenance would be favorable.
- The reputation as a “high energy,” effective and visible leader, hands-on style; exhibiting a positive image and superior communication and “people” skills.
- The ability to provide a safe and family-friendly environment is paramount.
- Astute understanding of and experience with financials.
- Diplomatic and politically adept with the ability to rally the community around needed upgrades and maintenance in the Community.
- Able to leverage technology tools for efficiency, organization, communication, and innovation.
- Demonstrated experience in financial and process analysis--striving for continuous cost improvement.
- A positive and upbeat attitude to ensure a productive work environment, managing sensitive information with confidentiality.
- Track record of strong work ethic and integrity.
- Experience in working with elected boards of directors.
- The ability to attract, train, mentor, and retain talented, diverse, and cohesive staff.

Competitive Compensation and Benefits

The BBLCA will offer an attractive and competitive compensation and benefits package to include:

- A base salary and annual performance bonus.
- Individual and family health insurance.
- Standard benefits include a 401k match.
- Continuing education allowance.
- Relocation assistance

Inquiries and Resume Submission

To be considered for this outstanding opportunity all cover letters and resumes must be received by May 2nd, 2021, preferably earlier.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter outlining their qualifications, experience, and interest along with your resume to:

GSI Executive Search

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