

Commonwealth Terrace Cooperative(CTC) Job Description

Job Title: **General Manager**

Title of Supervisor: President, Board of
Directors

Date Written: February, 2006

Date Last Updated: 03/07/2007

PRIMARY PURPOSE:

The general manager is the chief administrative officer of the CTC. The incumbent is responsible

SPECIFIC DUTIES

1. Organizational Management

A. Governance Administration

1. Administer the affairs of the corporation in accordance with organizational policies.
2. Ensure the maintenance of official records, by-laws, and standing rules according to Board action.
3. Attend Board and Committee meetings, disseminating information between governance bodies and staff, and reporting on workplace operations, finances, planning, and other matters as necessary.
4. Proactively provide information, history, continuity, support and guidance to all governance bodies and members, in conjunction with the staff team.
5. Advise the Board when legal counsel is needed and coordinate legal resources for CTC.

B. Planning Administration

1. Provide leadership and vision to the organization by assisting the Board and staff with the development of long range and annual plans, and with the evaluation and reporting of progress on plans.
2. Report progress and informational data as needed to assist the organization in determining and meeting its long and short term goals.
3. Oversee preparation of a Management Annual Report summarizing progress on management short and long range plans.

C. External Relations Administration

1. Develop and participate cooperatively with the University, and other cooperative organizations.
2. Keep the Board, staff, and members informed of co-op and other relevant issues and activities.

2. Member Services Management

- Oversee member records retention.
- Ensure provision of education and training programs to CTC Board, Committees, and members.
- Support the efforts and activities of the resident Board and Committees
- Communicate regularly with the resident committees and Board of Directors about operations and critical issues as appropriate.
- Communicate with the Board president and/or Executive Committee, regarding work direction; work direction will not be received from individual Board members.
- Complete projects and tasks as approved by the Board of Directors; communication regarding the project will be directed to the Board president and/or Executive Committee.
- Attend or send designee to resident committees and Board of Directors meetings.
- Write and provide a monthly management report to the Board of Directors.
- Recommend changes, improvements, new services and policies, etc. to board of directors as are appropriate to ensure optimal, high quality operations.

3. Property Management

- Oversee ongoing, short range and long range property management plans to ensure the viability, continuity and growth of CTC assets.
- Work with Board and staff to ensure full occupancy of CTC units.
- Monitor and maintain ongoing knowledge and understanding of the internal and external markets affecting the occupancy of the housing programs.
- Ensure the proper, high quality physical maintenance of the CTC property.
 1. Maintain a basic understanding and knowledge of all aspects of project maintenance.
 2. Ensure the timely, effective and high quality monitoring and implementation of maintenance work.
 3. Ensure continuous high quality curb appeal of property.
 4. Ensure the appropriate hiring and monitoring of vendors and contractors to meet maintenance needs of project.
 5. Ensure the timely and continuous inspection of units, common areas, building exteriors, grounds, and mechanical systems as needed to identify and handle maintenance needs.
 6. Work with on-site maintenance staff and administrative staff to solve problems and make recommendations for repairs and replacements to maintenance systems and to develop maintenance policies, procedures, and standards.
- Develop, implement, and assess policies, procedures, practices, and standards of the housing program.
- Provide for the technology needs of the organization.

4. Financial Management

- Provide vision regarding overall financial health of CTC.
- Provide vision and leadership in long-range fiscal planning to ensure the continuity and solvency of the CTC.
- Provide recommendations regarding investments and cash strategies.
- Oversee preparation of annual budget, regular variance statements and annual audit.
- Authorize expenditures as approved in annual budget.
- Research and develop specifications and costs for unbudgeted projects/ expenses and make recommendation to Board; manage the purchase of product after Board approved.
- Monitor financial status of program, analyze budget variances, and initiate corrective actions as necessary to stay within approved budget parameters.
- Authorize and ensure prompt payment of all project expenditures; review all invoices and purchase orders for accuracy.
- Monitor and work with administrative staff to update the replacement reserve analysis and make recommendations for reserve funding
- Work with the Maintenance Supervisor, and the University to identify capital needs and make recommendations that maintain the optimal long-term financial and physical integrity of the property

5. Workplace Management

A. Staff Administration

1. Develop annual plan for staffing the CTC workplace.
2. Hire, supervise, evaluate and, if necessary terminate staff members following guidelines as specified in the Employee Handbook.
3. Oversee workplace operations, including holding staff meetings and retreats, and working with staff to maintain and improve effectiveness and efficiency.
4. Ensure that all staff members receive appropriate training to perform their jobs effectively.
5. Revise staff job descriptions when necessary to increase efficiency and achievement of the organization's goals, with input from staff and other appropriate resources.
6. Oversee administration of staff benefits.
7. Conduct employee performance reviews annually; initiate employee performance improvement plans as needed.
8. Determine salary ranges and policy for annual salary increases; assess and set benchmarking standards according to job market.

9. Oversee the maintenance of personnel and other administrative records.

B. Workplace Administration

1. Administer the affairs of the workplace in accordance with CTC policies and contracts, and all applicable laws.
2. Promote effective communication on all levels of the organization.
3. Ensure that the functions and needs of the workplace are understood by the leadership of the CTC.
4. Utilize consultants to act as arbitrator/mediator in work and personnel/personal disputes.

Skills and Abilities Needed

1. Proven skills in business and financial management.
2. Demonstrated ability to work with student members.
3. Demonstrated ability to work in a proactively diverse and inclusive organization.
4. Excellent, proven interpersonal, verbal and written communications skills.
5. Proven ability to manage and supervise a staff team.
6. Demonstrated ability to multi-task and work in a fast-paced office setting.
7. Proven ability to cope with conflict, stress and crisis situations.
8. Proven problem-solving and mediation skills.
9. Proven ability to share skills and knowledge with others.
10. Proficiency with office computer equipment and software.

Experience Required

1. A minimum of five years of experience in business management, planning and financial oversight.
2. A minimum of five years of experience in personnel management, including hiring, supervision, evaluation and benefits administration.
3. A minimum of five years of experience working with a board of directors and committees.
4. Four-year college degree.

Experience Preferred

1. Experience in co-ops or non-profit organizations.
2. A minimum of five years of experience in property management.
3. Experience in marketing.
4. Experience in business technology.