



## **General Manager Job Description**

### **Duties and Responsibilities:**

#### **FINANCIAL**

- Establish and administer an agency for payment of all Association's operating expenses. Establish and fund from the operating account that portion of the Association's dues assessed for capital improvements or reserve funding.
- Prepare with the Association Treasurer and submit for Board approval the annual operating budget, including recommendations for any capital improvement program.
- Invoice and collect Association dues, special assessments, interest charges, and fines from Association members.
- Compile, prepare, and make available financial records and reports required for the purpose of annual audit and annual tax filing(s) for current year, to be performed by an independent CPA.
- Maintain all financial records of the Association in accordance with acceptable accounting standards and practices.
- Calculate and post interest, late payment fees and collection expenses to delinquent member's accounts.
- Maintain adequate collection procedures, including dunning letters and credit agency filings, and coordinate activities of collection agency/attorney pursuant to Association Policy.
- Coordinate collection of dues at sale of property and provide settlement and per diem amounts to closing representation.

#### **MAINTENANCE**

- Hire maintenance personnel to perform non-contracted routine maintenance services, including units and other Association amenities. Duties include, but not limited to, minor cleanup of debris on walkways, stairs, main decks, and paved surfaces, sweeping stairwells and minor spot painting on both interior and exterior surfaces. All duties performed shall be as directed by management. Snow plowing and ground maintenance shall be performed by qualified third-party contractors selected by the Board of Directors and paid directly from the Association.
- Maintain a 24-hour emergency maintenance response.
- Coordinate and inspect third-party repairs.
- Recommend and defend expenditures for grounds, amenity, and building maintenance and improvements.

- Develop and implement maintenance programs for all equipment and buildings.
- Keep detailed time logs on maintenance and duties performed.
- Maintain all Association pools and spas.

#### ADMINISTRATIVE

- Investigate, recommend, and supervise all insurance coverage and policies for the Association.
- The manager will ensure that all independent contractors and agents provide Certificates of Insurance.
- Attend, submit reports, and offer recommendations and advice at Board meetings.
- Prepare and distribute special notices as requested by the Board and/or Committees.
- Initiate and defend actions on behalf of the Association in connection with the Association Articles of Agreement, Bylaws, Declaration of Covenants, Restrictions, and Easements and violations thereof.
- Keep and maintain all Association corporate documents, i.e., Declarations, Articles of Agreement, Bylaws, and Minutes. Provide recommendations to Boards for amendments and coordinate appropriate notices and filing of approved amendments.
- Ensure compliance with all state and Federal filings including renewing all permits.
- Coordinate and attend all Board and Membership meetings. Preparation includes timely publishing of appropriate notices, agendas, proxy statements, and backing up on all information to be discussed. Prepare voter lists, oversee registration, and coordinate facilities rental and refreshments for the Annual Meeting.
- Publish all information as requested by Boards and Committees.
- Provide support to standing committees of the Boards.
- Edit and publish membership newsletter if applicable.
- Compile and publish membership directories if applicable. Maintain and update all members' mailing lists for address corrections and property transfers.

#### MANAGEMENT

- Provide guidance and oversight of all maintenance, housekeeping and front desk staff.
- Supervise and monitor performance of Association employees.
- Create written Job Description and Duties for all Association personnel.
- Prepare and issue approved written bid specifications for all contracted services such as summer grounds maintenance and winter sanding and plowing.
- Schedule and monitor activities of all third-party contractors and subcontractors.
- Monitor contract performance, and agents including that they are duly licensed to perform such duties under the laws of the State of New Hampshire
- Arrange for security for all Association common areas, equipment, and supplies as deemed necessary.
- Recommend approval of invoices from vendors, suppliers, and contractors



## **Maintenance Supervisor Job Description**

### **Duties and Responsibilities:**

- Works directly with the manager to hire and manage the maintenance workers.
- Supervises maintenance workers and contractors.
- Organizes and leads maintenance training.
- Sets the shift schedule and assignments.
- Develops maintenance policies and procedures.
- Orders tools, supplies, and equipment.
- Responds to maintenance requests.
- Makes sure projects stay on schedule.
- Performs maintenance work as needed.
- Evaluates worksites to determine necessary maintenance work.
- Escalates issues to management and recommends solutions.
- Ensures the team follows all company policies and procedures.
- Makes sure the team adheres to Occupational Safety and Health Administration (OSHA) safety regulations.
- Performs other duties as assigned, requested, or deemed necessary by management.



## **Maintenance Technician Job Description**

### **Duties and Responsibilities:**

- Assisting Maintenance Supervisor with projects.
- Cleaning the indoor and outdoor pool.
- Raking the beach.
- Keeping property free of all trash.
- Testing pools and adding chemicals when needed.
- Mowing the grass / Grass trimming.
- Doing trash runs when needed.
- Addressing in-room issues such as replacing light bulbs and plumbing issues.
- Assisting Front Desk with guest issues.
- Maintaining tennis court and shuffleboard court.
- Assist Housekeeping when needed.
- Shoveling snow when needed.
- Performs other duties as assigned, requested, or deemed necessary by Management.



## **Bookkeeper Job Description**

### **Duties and Responsibilities:**

- Recording day-to-day financial transactions and completing the posting process.
- Maintains records of financial transactions by establishing accounts; posting transactions; ensure legal requirements compliance.
- Balances subsidiary accounts by reconciling entries.
- Maintains General Ledger by transferring subsidiary account summaries.
- Balances General Ledger by preparing a trial balance; reconciling entries.
- Maintains historical records by filing documents.
- Prepares financial reports by collecting, analyzing, and summarizing account information and trends.
- Reconciling sales taxes, payroll taxes, and bank accounts at the end of each month.
- Monitoring financial transactions and reports.
- Processing Accounts Receivable and Payable.
- Processing checks and emailing treasurer and Manager for approval.
- Working with Accountant (s) and Auditor (s) as required.
- Contributes to team effort by accomplishing related actions as needed.



## **Front Desk Supervisor Job Description**

### **Duties and Responsibilities:**

- Welcome guests and visitors to the front lobby of the hotel record their information and choose a room or rooms for them based on their needs.
- Coordinate solutions quickly when guests experience problems in their room by working with housekeeping and/or maintenance staff.
- Collect the guest's payment using either credit or debits cards for rooms at the end of each stay and ask for a room deposit when necessary.
- Settle the register at the end of each shift or day by counting the drawer, printing receipts, and running financial activity reports.
- Communicate with other hotel staff, such as housekeeping or maintenance, when rooms are ready to be cleaned or repaired in preparation for a new guest.
- Keep the hotel lobby area inviting and clean by vacuuming, dusting, setting up welcome supplies and other various duties.
- Supervises daily shift process ensuring all team members adhere to standard operating procedures and are friendly and attentive to guest needs and service.
- Trains and directs the workflow and processes of the front desk. Resolves issues/problems and coaches and counsels the front desk team members to ensure a quality operation.
- Produces hotel front desk schedules.
- Ensures front desk supplies are stocked and computer equipment functioning properly.
- Attends meetings as required.
- Performs other duties as assigned, requested, or deemed necessary by management.



## **Front Desk Clerk Job Description**

### **Duties and Responsibilities:**

- Welcome guests, check them into the premises, distribute room keys and provide an overview of the hotel amenities.
- Distribute parking passes for owners and their guests.
- Making reservations for guests and owners.
- Updating our online reservation systems.
- Handling credit card transactions.
- Respond to guests - Answering telephones. Responding to emails
- Address actionable issues and complaints in a friendly timely manner.
- Work with other staff members to ensure that all guest rooms meet hotel standards and accommodate any special client needs.
- Maintaining cleanliness of lobby, poolroom, and the ladies and men's locker rooms, which include cleaning windows, removing trash, stocking pool towels, and cleaning the kitchen in lobby.
- Completing the nightly audit and housekeeping reports.



## **Housekeeper Job Description**

### **Duties and Responsibilities:**

- Cleaning rooms upon checkout, which includes the following:
  - Cleaning the kitchen, living room, bedroom, bathroom, and balcony.
  - Making all beds and replacing all linen and any necessary items in the unit.
  - Performing maid services daily.
  - Completing deep cleans.
  
- Washing and folding laundry.
- Maintaining cleanliness of the common area of the hotel.
- Assisting guests with housekeeping issues.
- Maintain cleanliness of laundry room
- Reporting maintenance issues found in unit to supervisor.
- Performs other duties as assigned, requested, or deemed necessary by management.





## **Network Support Technician Job Description**

### **Network Support Technician Responsibilities:**

- Installing, configuring, and updating network software, as well as maintaining hardware and network devices.
- Collaborating with the Internet Service Provider to address issues and outages with Internet network.
- Performing diagnostic tests and repairs of network equipment as necessary
- Optimizing server capacity to keep up with demand in online traffic.
- Testing network protocols and ensuring stable and secure server connectivity.
- Providing onsite or remote or technical support.
- Documenting network processes and layouts, as well as enhancing network security.

### **Network Support Technician Requirements:**

- Bachelor's degree in computer science, information technology, or similar.
- Certified Microsoft, CompTIA, or Cisco network professional preferred.
- At least two years' experience as a network support technician.
- In-depth knowledge of network infrastructure, architecture, connectivity, and security.
- Strong analytical and problem-solving skills.
- Strong interpersonal, communication, and collaboration skills.
- Availability to perform urgent network repairs outside of business hours.



## **Security Officer Job Description**

### **Duties and Responsibilities:**

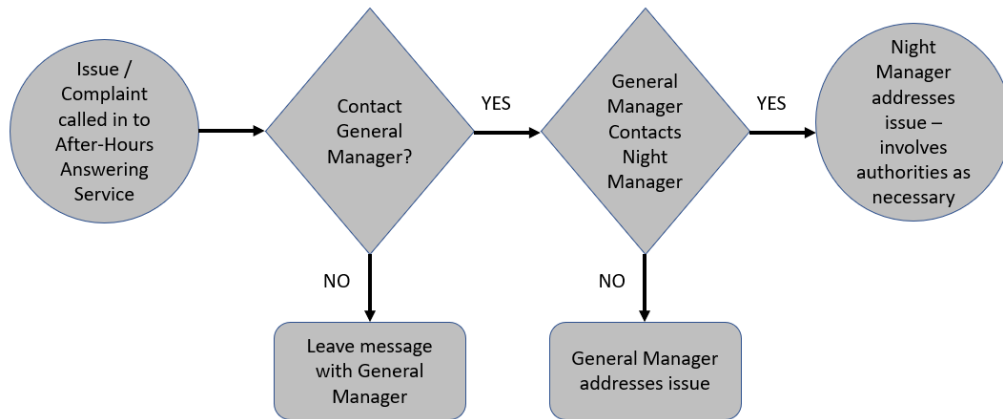
- Services primarily tied to concert venues.
- Hours will depend on concert ( approximately 5pm -11pm)
- Traffic control. Must have a parking pass to enter the property.
  - Front Desk will provide print out of all guests.
  - Prohibit drop-off of individuals to walk through parking lot. Demand they walk to Meadowbrook.
- When main act begins patrol the property by foot including beach (weather dependent)
- Enforce outdoor pool closure hours.
  - The outdoor pool closes at 9pm. No one should be in the pool area after 9pm
- Walk Front Desk staff to their vehicles at the end of their shift (9pm-9:30pm)
- Communicate with the General Manager regarding any issues that arise. Contact General Manager if Gilford Police Department must be involved in an incident.
- With the oversight of the General Manager, address noise complaints and excessive partying activities.
- Report to General Manager any issues perceived to occur after security shift.



## On-Call Night Manager Job Description

The On-Call Night Manager acts on behalf of the General Manager during the hours of 9PM to 8AM the following morning. The General Manager will direct the On-Call Night Manager to address an issue called into the after-hours answering service.

The on-call hours are from 9PM to 8AM the following morning each day of the week.



### Duties and Responsibilities (as directed by General Manager):

- Acts as manager on duty in the absence of the General Manager dealing with complaints, problem-solving, disturbances, special requests and any other issues that may arise during the hours of 9PM to 8AM the following morning.
- Unlock doors for owners and guests that the manager has requested.
- Address noise complaints
- Report suspicious activity.
- Report all active alarms.
- Maintain a professional and high-quality service oriented environment at all times,