

THE ASSOCIATION ASSISTANT GENERAL MANAGER OPPORTUNITY AT ASHBURN VILLAGE

Ashburn Village Community Association (AVCA, Ashburn Village or the Association), a warm and beautiful community located in Loudoun County, Virginia, is looking for an experienced and customer focused Assistant General Manager (Asst. GM) to directly support the General Manager (GM), serve as the GM when the GM is off-site or absent, and oversee the Member Services team, which includes the Ashburn Village Sports Pavilion (AVSP).

Successful candidates must have a proven track record of being a proactive, transparent manager and possess skills and experience in communications, homeowner association management, financial management, relationship building, team building, purchasing, and project management. He or she will also have a clear and targeted focus on providing exceptional resident services and experiences along with strategic and long-term planning for Ashburn Village's future prosperity. He or she will operate with the utmost integrity and professionalism.

ASHBURN VILLAGE AND THE ASHBURN COMMUNITY

Ashburn Village is a community of 5303 residential units comprised of single-family homes, town homes, condominiums, age-restricted condominiums and town homes, and apartments. Opened in 1988, Ashburn Village is almost complete with one last section of residential development currently under construction and two parcels for commercial / retail construction. When fully built out the community will have approximately 2.5 million square feet of planned commercial and office space. Presently a 200,000 square foot retail space, known as the Ashburn Village Center, provides for shopping and services within minutes of all residents. Ashburn Village features many amenities such as neighborhood community centers with outdoor pools, tennis, basketball, multipurpose courts, and meeting rooms, 8 playgrounds, 50 miles of trails, baseball and soccer fields, a fit trail, over 500 acres of open outdoor space, as well as 8 lakes and ponds for catch and release fishing and canoeing.

Ashburn Village's most unique amenity is The Ashburn Village Sports Pavilion (AVSP) which is the center of the community. The facility offers a vast array of programming in Fitness, Aquatics, Tennis, and Youth Activities for the community. It hosts a Seasonal Outdoor Pool and Marina, Indoor Pool, Steam and Sauna rooms, Racquetball Courts, Full Gymnasium, as well as year-round Tennis Courts. The Sports Pavilion is home to the year-round Blue Wave Swim Team and summer AquaJets Swim Team. The Association hosts many exciting community events such as a brilliant display of fireworks on Lake Ashburn in July, VillageFest, H.E.L.P. Wellness Expo, Comedy Night, Fiesta 5K/10K & Fun Run, Kids Triathlon, Halloween Spooktacular, Santa Parade, Shred events, Community Yard Sales, Summer Movie Nights by the Lake, and more.

The first home in Ashburn Village was settled in 1988. Thirty-one years later, the community is almost fully built out. This residential community offers a variety of home styles including low-rise condos, townhomes, and single-family homes. AVCA is

financially sound with reserves that enable timely maintenance and replacement of assets.

THE ASSISTANT GENERAL MANAGER JOB DESCRIPTION

The Assistant General Manager (Asst GM) reports to the General Manager (GM) in a subordinate capacity. He/She must be able to assume the duties of the GM in his/her absence. The Asst GM is responsible for all aspects of AVCA office administration to include Board books, overseeing the Ashburn Village Sports Pavilion, member services, publication of The Villager (monthly newsletter), website updates, resident communications and the Blue Wave Swim Team (BWST). This position requires exceptional customer service and managerial skills as well as a high degree of attention to detail. As a member of the senior management team, this position also requires dedication toward continually improving the efficiency of operations and proposing new ways that AVCA can add value to the Ashburn Village homeowners.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Administration

- Attend all monthly Board and Annual Meetings.
- Manage the preparation for all Board and Annual Meetings, including generation of all Board Books or other necessary documents/items.
- Attend all committee meetings as requested by the General Manager or by a specific committee.
- Assist in preparation and distribution of agendas, notices, reports and other documents required for monthly board and annual meetings.
- Attendance at Board meetings (after normal office hours) and draft meeting minutes.
- Maintain database of all Board Resolutions.
- Ensure and demonstrate that standards of excellence in customer service are of the highest priority in all interactions with AVCA residents and vendors.
- Manage member services staff and provide annual reviews for each individual member services staff.
- Ensure that basic office functions will be maintained during AVCA's hours of operation to include adequate office supplies and other necessary equipment to facilitate the day-to-day office operations. This relates to operations of both the AVCA office as well as the Sports Pavilion.
- Maintain copies of all contracts currently in place between AVCA and any outside parties.
- Perform administrative tasks to ensure the smooth operation of the office, including handling correspondence, phone calls and scheduling.
- Be familiar with the governing documents and Board policies and procedures.
- Update the Association's Management Binder, calendars, and contracts schedule. Maintain documents and records in appropriate share drive files.
- Assist General Manager with Action List items and updates.
- Ensure compliance with all policies, procedures, AVCA governing documents, state statutes and the POA of VA related to member services.

- Order and maintain supplies and arrange for equipment maintenance.
- Maintain vendor files and insurance certifications.
- Prepare and monitor policy violations letters.
- Prepare email blasts and other communications with members.
- Maintain and process expense invoices and follow up on past due unit owner assessment and unit service fees.
- Coordinate setup of community rooms for association meetings and functions as necessary.
- Respond to all emails and all phone calls within 24 business hours.
- Ensure compliance with all policies, procedures, AVCA governing documents, state statutes and the POA of VA related to member services.
- Other duties as requested by General Manager.

Architectural Review:

- Support the Architectural Environment Review Committee (AERC) on all changes and modifications to Ashburn Village guidelines and policies.
- Assist with planning activities including construction permits
- Interact with homeowners, communicate status and prepare letters throughout the process and monitor progress of construction.

Member Services/Ashburn Village Sports Pavilion (AVSP)

- Respond to and address resident concerns and complaints.
- Issue access devices, fobs, and transponders.
- Assist new owners with completion of registration forms, setup and use of Building Link and review of documents.
- Supervise and train front desk and security staff under direction of General Manager.
- Assist supervisors with staffing plan and scheduling of staff.
- Act as the primary liaison with the Sports Pavilion and ensure that Sports Pavilion operations are in accordance with the mission and objectives outlined by the Board of Directors.
- Work with the Contractor for the AVSP and Head Coach of BWST to create an annual budget to present to the GM and Board of Directors. Also responsible for reviewing the monthly performance of the budget versus actual expenditures.

Financial/Accounting:

- Assist with the monthly budget as it pertains to all financial areas falling within member services areas including but not limited to AVSP costs, office supplies, newsletter printing & mailing costs, advertising revenue, meetings and special events costs.
- Complete charge forms for unit service requests, access devices and processing of checks received from amenity rentals.
- Receive and process invoices for General Manager and Board approval. Verify accuracy of invoices and statements received.
- Prepare the payroll for General Manager approval.

Reservations/Communication to Residents:

- Oversee training of front desk for processing amenity reservations and conducting pre and post move or event inspections.
- Oversee the room rental reservations, sales of advertising space in the Villager, website updates in a timely manner as well as all information disseminated to the residents.

Miscellaneous:

- Act as Manager on Duty in the General Manager's absence.
- Must be available after hours for emergency calls.
- Update and distribute phone list and staff contact information.
- Review Daily Office and Incident Reports, manage distribution to staff members and filing.

MEMBER RELATIONS

The Asst GM provides courteous and professional leadership and interaction with AVCA community members. He or she is a steady and positive force behind the creation and continuous enhancement of all aspects of life within AVCA. The Asst GM is expected to recognize and embrace opportunities to initiate ongoing dialogue with members.

The Asst GM ensures that members have consistent opportunities to provide input, suggestions, observations and concerns about all aspects of the Association and he or she, in turn, has multiple opportunities for communication and information exchange back to each resident.

SKILLS & COMPETENCIES

Education and/or Experience: A Bachelor's Degree is required, preferably in Business Management, Administration or Sports management. However, the degree requirement can be waived based on the experience level of the candidate, which would require a minimum of 5 years' experience in community management. Previous association management experience is preferred. Accounting experience a plus. CMCA is required and AMS certifications a plus.

Management Skills/Competencies:

- Proactive and forward leaning
- Excellent interpersonal, verbal and written communication skills.
- Ability to maintain professional disposition while exercising judgment and discretion in work.
- Must be a self-starter and able to multi-task.
- Ability to work in a fast-paced environment.
- Strong time management, organizational and problem-solving skills.
- Understands and effectively functions and guides a volunteer board and its committees.
- Strong consensus builder and embodies the behavior and skills needed to be successful in this type of governance model.
- Must bring out the very best in those around him or her (both staff and other community members) by setting clear goals and expectations, providing

consistent feedback and support, and who is respectful and professional in all interpersonal dealings.

- Is resourceful in directing the activities of a community association and presents a consummately professional image to the staff, membership, and other constituencies at all times.
- Has integrity and accountability to support the GM and lead the team to provide first-class service to the residents of the community.

Language Skills: Proficient in English composition, grammar and spelling. Ability to write routine reports and correspondence. Ability to speak before groups of homeowners or employees of organization. Bi-lingual is a plus.

Reasoning Ability: Ability to apply common sense to carry out business objectives and instructions furnished in written, oral, or diagram form.

Computer Skills: Proficient in MS Office, MS Excel, MS Power Point, Web Site Updates, Google Docs, Databases and management of computer accounts. Understanding of data privacy standards is preferred. High degree of competency with publication software such as Indesign.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. AVCA offers an excellent bonus and benefit package including CMAA/CAI membership and professional development.