

DMB® *Community Life*

DMB Community Life, Inc.

JOB DESCRIPTION

TITLE:	Community Operations Manager	FLSA STATUS:	Exempt
DEPARTMENT:	Operations	CLASS:	Managerial
REPORTS TO:	Vice President, Community Operations	LOCATION:	Delta Coves, Bethel Island, CA

Position Summary:

The Community Operations Manager (COM) at Delta Coves will actively support the values, vision and philosophies of DMB Community Life, Inc., while demonstrating leadership and organization that allows owner, stakeholder and team needs to be met with exceptional satisfaction. The Community Operations Manager (COM) will provide a professional approach grounded in exceptional customer service while utilizing experience, skills, and effective communication in all interaction. Working collaboratively with the Vice President, Community Operations and Director, Community Asset Management, the COM will oversee all aspects of community governance including Board of Director matters; manage facility, maintenance and landscape operations; manage community standards along with Design Review ensuring adherence to governing documents; and work with the Operations Team, Board, contractors and community stakeholders on general community operations. Further, COM will work in partnership with Delta Coves' Community Engagement Manager to fulfill the brand promise and the Founder's vision for life in this waterfront community.

Essential Functions and Responsibilities:

- Manage board of director functions including: scheduling; meeting notifications; agenda preparation; board information packages; board presentations; preparation of resolutions; and related administrative functions.
- Prepare monthly reports for team and the board of directors on governance, compliance, design review and other activities related to association matters.
- Manage critical records of the board including: governing documents; resolutions; policies; meeting minutes; community guidelines; and related records.
- Attend all board and association meetings and, as necessary, after hours and social events of the board.
- Carry out board directives and proactively report outcomes to the board.
- Actively monitor changes to California laws and statutes that may impact or otherwise affect the association.
- Fulfill all landscape and facilities maintenance responsibilities.
- Vet appropriate vendors, service providers and contractors; manage bid and selection processes; prepare contracts in accordance with DMBCCL standards.
- In partnership with the Director, Finance and Accounting, actively manage the association budget and related financial matters including: monthly financial statement review; cash flow monitoring and

management; budget variances; subsidy projections; annual audit review; annual budget preparation; and, in general, compliance with fiscal requirements dictated by the governing documents.

- Carry out risk management responsibilities with emphasis on adherence to requirements set forth by the owners and governing documents; monitor property for potential risks and make recommendations to mitigate those risks.
- Manage design review committee and all processes, communication and documentation associated with design review.
- Carry out compliance and restriction process in accordance with stated policy and community guidelines; generate/increase support for and compliance with guidelines through education, communication and relationship building with stakeholders.
- Interface with association legal counsel as needed on association compliance & design review matters.
- Engage with stakeholders and partners to ensure accurate interpretation and application of the association's governing documents.
- In partnership with DMBCL communications team, assist in management of all stakeholder communication including website content, email communiques and formal correspondence; compose best practice articles/contents as needed; engage partners to provide appropriate expert content as needed.
- Initiate educational workshops, events, outreach programs and other activities aimed at relationship building and increased buy-in to the overarching vision for the community.
- Participate in conceptual planning meetings; coordinate and consult with internal concept development, review of plans and specifications relative to parks and landscape.
- Support the success of the DMBCL operations team by: actively participating in monthly meetings; sharing best practice knowledge; collective problem solving; mentoring; and similar practices of highly engaged team members.

Attributes

Key attributes for a successful Community Operations Manager include, but are not limited to the following capabilities, qualifications and performance skills:

- Outstanding customer service skills and instincts
- Ability to foster a collaborative environment when serving both internal and external customers
- Excellent verbal, written and personal communication skills
- Excellent troubleshooting skills
- Conscientious and dependable work ethic and attention to detail
- Organization, prioritization, follow-up and time management skills
- Ability to keep the organization's vision and values at the forefront of decision-making
- Ability to convey a sense of purpose in alignment with the values of DMB Community Life
- Innovative and creative problem solving using a "win-win" approach
- Possess initiative to think, reason and make independent decisions
- Able to work independently and in a team environment
- Project enthusiastic, positive and professional demeanor
- Possess strong management and leadership skills

Knowledge/Skills

- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint and Outlook
- Proficient with internet data, software, and account access protocol
- Proficient in database management
- Knowledgeable in covenants enforcement and architectural guidelines for large-scale communities
- Personal skills to include leadership abilities, positive outlook, self-starter, and problem solving
- Effective contract negotiation and vendor relationship management skills
- Experience in conducting meetings and taking, transcribing and distributing meeting minutes
- Comfortable speaking before small and large groups
- Effective communication, motivation, cooperation and conflict resolution
- Knowledge of facilities management including pools, and boat docks preferred
- Proficiency in budgeting and monitoring of financials

Experience

- A minimum of three years of progressively responsible, professional community management experience, preferably in California
- Possession of a Bachelor's Degree in a related field
- Participation in the Community Association Institute's Professional Development Management Program, certified in California with CMCA or AMS designation

Community Life Operating Principles

In furtherance of our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do for the community.
- Encourage a dynamic collaboration between organizations such as municipalities, school districts, arts organizations, and other community social, civic, special interest and activity groups, leveraging combined talents, energies and resources for the benefit of all community stakeholders.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer-service.
- Work collaboratively with the community to promote a governance style based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Strive to sustain a level of community maintenance that is simply the finest available anywhere.
- Promote compliance with community rules through education, communication and building grassroots support.
- Embrace the vision, goals and aspirations of DMB Community Life, Inc.

ABOUT DELTA COVES

Poised along the pristine canals of the California Delta is the brand new boaters club called Delta Coves. This club community is home to 494 waterfront residences each with a private boat dock, all within minutes of fast water. The community's centerpiece is the Island Camp Club. The Island Camp amenity offers gathering, fitness, family games and swim facilities. And a prime location at the gateway to 1,000-plus miles of waterways and 740,000 acres of preserve for unlimited boating, fishing and water sports pursuits.

Delta Coves welcomes weekend adventurers, serious boaters and serenity seekers alike. It's the only new community to the Delta's fast waters in just minutes. From your private dock you can explore the great delta or head to San Francisco or any destination in the Pacific Ocean. It's about an hour from the San Francisco Bay, Silicon Valley and Napa Valley by car.

www.deltacoves.com

DMB Community Life, Inc. is an equal opportunity employer.