

GENERAL MANAGER POSITION: THE SANCTUARY COMMUNITY ASSOCIATION LONGBOAT KEY, FL

GENERAL MANAGER OPPORTUNITY AT THE SANCTUARY COMMUNITY ASSOCIATION

The Sanctuary Community Association (Sanctuary) is seeking an experienced and visionary General Manager (GM) to lead its premier residential community on Florida's beautiful Gulf Coast. This outstanding opportunity allows the candidate to manage daily operations, foster a culture of service excellence, and maintain the highest standards in amenities, infrastructure, and resident services. The ideal candidate should have a solid background in luxury community management, demonstrate exceptional leadership and communication skills, and take a strategic approach to enhancing resident satisfaction and community value. This role offers a unique combination of operational management and coastal living, making it ideal for a professional dedicated to excellence in community association leadership.

[Click here to view a brief video about this opportunity.](#)

ABOUT THE SANCTUARY COMMUNITY ASSOCIATION

The Sanctuary Community Association is an upscale, gated beachfront community on Florida's Gulf Coast. Known for its peaceful coastal setting and resort-style living, the Sanctuary offers 181 luxury condominiums across five buildings, all offering breathtaking views of the Gulf, downtown Sarasota, and well-maintained tropical landscapes. Residents enjoy access to top-tier amenities, including a private beach, tennis courts, a modern fitness center, a heated pool and spa, and 24-hour security. The community is also close to the Longboat Key Club, which features championship golf courses, a full-service marina, tennis and pickleball courts, fine dining options, and spa services—creating a perfect blend of elegance, privacy, and coastal relaxation.

THE SANCTUARY COMMUNITY ASSOCIATION BY THE NUMBERS:

- The Sanctuary has a regular annual budget of slightly more than \$6M.
- There are 5 residential condominium buildings, a central clubhouse, maintenance facility, a guardhouse, two tennis courts, pool, a fitness room, and lush common areas leading to the beach and covering approximately 1,300 ft of Gulf coastline.
- The Association employs approximately 12 full-time, year-round employees, supplemented by a security team outsourced to a third-party provider.
- The Sanctuary is organized as a not-for-profit corporation and is governed as a condominium association under Florida Statutes 718.
- The Sanctuary has approximately 15% of its Unit Owners living in the community year-round, with the remainder being seasonal.

THE SANCTUARY COMMUNITY ASSOCIATION WEBSITE: www.lbksanctuary.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager of The Sanctuary Community Association is responsible for the overall leadership, administration, and operation of the community. This includes managing staff, supervising common area maintenance and capital improvement projects, ensuring regulatory compliance, and providing excellent resident services. The GM acts as a liaison to the Boards of Directors of the four condominium associations and the community association, advising on strategic planning, budgeting, and policy implementation while fostering a positive, service-oriented culture. A primary focus of the role is maintaining the community's high standards of excellence, safety, and aesthetic appeal, while also enhancing the quality of life for residents.

FINANCIAL ACUMEN & GENERAL EXPECTATIONS

- Develops annual goals and objectives that shape the operating and capital budgets and manages performance to achieve results. Regular communication with the Boards, along with proactive budget tracking and variance analysis, is essential. Strong financial skills and a focus on efficiency without compromising resident satisfaction are critical.
- Leads strategic planning, branding, and relationship-building efforts, guided by evolving owner demographics and feedback.
- Benchmarks the community against other premier properties and engages with industry peers to ensure The Sanctuary remains competitive and forward-looking.

OWNER/RESIDENT/RENTER RELATIONS

- Provides visible, engaged, and sincere leadership by building strong relationships with residents, guests, and renters.
- As a trusted presence in the community, the GM supports and elevates The Sanctuary's values and lifestyle standards. The GM ensures residents have consistent and meaningful opportunities to share feedback while maintaining open, transparent communication across all constituencies.
- The GM, through active collaboration with the committees, helps develop and implement initiatives that align with the community's goals and enhance the resident experience.

EMPLOYEE RELATIONS

- Fosters a respectful, high-performing team environment by recognizing staff contributions, celebrating successes, and ensuring accountability for established goals. Clear expectations, regular inspections, and task prioritization—especially related to maintenance and service delivery—are vital to operational success.
- Keeps the Boards and relevant committees informed about key personnel matters, including compensation, benefits, evaluations, and disciplinary actions, ensuring transparency and alignment with community standards.

COMMUNICATIONS & INFORMATION EXCHANGE

- Values genuine, engaged interaction with residents and acts as a reliable conduit for collecting and sharing vital information to guide community priorities.
- The GM, as the main communicator, conveys key information clearly and professionally to both unit owners and staff.
- Ensures full compliance with Florida statutes and governing documents related to meetings, notifications, and association requirements, serving as a knowledgeable resource for the community.
- The GM embraces current technology and social media trends and uses these tools to improve connectivity and engagement with residents.

LEADERSHIP & MANAGEMENT

- Provides strong leadership, especially during crises such as hurricane preparedness and response, ensuring the community's safety and resilience.
- Collaborates closely with the Boards of Directors, coordinating and attending meetings as a trusted advisor to proactively address key community issues.
- Secures adequate funding, including reserves, for ongoing care and maintenance, and is responsible for establishing protocols to preserve the physical plant and facilities.
- Develops and maintains an effective organizational structure, clearly delegating responsibilities while working with the Boards to distinguish operational duties from strategic governance.
- Oversees major strategic and capital projects to ensure they are completed successfully and aligned with community goals.

INITIAL PRIORITIES

- The General Manager's first priority is to evaluate current systems, processes, and operations to develop a clear roadmap for ensuring structure, compliance, responsiveness, and effective management.

- High visibility and active engagement within the community are essential— particularly by attending all committee meetings early on—to build relationships, understand resident expectations, and absorb The Sanctuary’s culture.
- The GM will quickly familiarize themselves with the community’s history, financials, amenities, and service standards to align operations with resident needs.
- A review of staff structure, roles, and culture will lead to thoughtful recommendations aimed at strengthening the service model and organizational effectiveness.
- The GM will implement a performance review system with clear goals and regular check-ins, while also collecting data on amenity usage and expenditures to inform long-term planning.
- Maintaining budget discipline and ensuring financial decisions reflect the Board’s priorities and community values will remain a critical, ongoing responsibility.
- Review, update, and ensure the accuracy of the Association’s Reserve Studies and Structural Integrity Reserve Studies (SIRS), aligning them with current physical conditions, statutory requirements, and long-term capital planning needs.
- Reviewing the Milestone Inspections Report and promptly coordinating follow-up on all identified issues, including obtaining proposals, scheduling necessary repairs, and keeping the Board and residents informed throughout the process

CANDIDATE QUALIFICATIONS, SKILLS, AND COMPETENCIES

- Has at least 7–10 years of progressive leadership experience in community association management, luxury residential operations, with a proven track record in upscale, coastal, or environmentally sensitive communities. Experience working closely with boards, project teams, and regulatory agencies is highly valued.
- A strong background in managing high-end condominium communities—preferably with oceanfront exposure—is essential, along with expertise in team leadership, financial oversight, capital project execution, and delivering exceptional resident service. The candidate must demonstrate excellent communication skills, both written and verbal, and maintain a visible and approachable presence within the community.
- Strategic thinking, entrepreneurial insight, and an understanding of evolving resident expectations are key, along with the ability to align services with the lifestyle and standards of The Sanctuary. The GM must thrive in a collaborative, volunteer-led governance model and be a natural consensus builder and motivator, capable of coaching and inspiring staff at all levels.
- Exceptional organizational skills, attention to detail, and a consistently professional demeanor are required. The successful candidate will bring not only operational excellence but also charisma, judgment, and style suited to a community like The Sanctuary.
- The General Manager must remain current with all applicable Florida State Statutes, regulatory requirements, and legislative initiatives impacting community and condominium associations, ensuring full compliance and proactive governance.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree in business, hospitality, or public administration is preferred.
- In lieu of the degree, significant residential community association or high-end condominium experience, and a demonstrated understanding of Florida Chapter 718 statutes will be considered.
- In addition to being a Florida-licensed community association manager (CAM), industry certifications such as CMCA, AMS, and PCAM are encouraged but optional.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Association offers an excellent bonus and benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **The Sanctuary Community Association GM Search Committee**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why The Sanctuary Community Association and the Longboat Key area of Florida will benefit you, your family, your career, and the Association if selected.

If interested, you must apply for this role as soon as possible, but no later than Friday, August 1, 2025. Candidate selections will be in early August, with the first interviews expected on Monday, August 25, 2025, and the second interviews a short time later. The new candidate should assume his/her role as soon as possible after selection, leaving a current employer with appropriate notice and conclusion of responsibilities.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Sanctuary Longboat Key”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

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