



**General Manager – Turnberry Ocean Colony
Miami, Florida**

Who We Are:

Turnberry Ocean Colony, where FirstService Residential is proud to provide management and lifestyle services. Turnberry Ocean Colony is a lavish residential enclave with two sleek 38-story oceanfront towers featuring 260 ultra-luxurious condominiums. Located in Sunny Isles Beach, between Bal Harbour and Golden Beach on 650 feet of pristine beach, the property offers spectacular residences and amenities, including a beach club that provides a luxurious living experience to a very discerning clientele, complete with gourmet dining and a world-class spa and fitness center.

FirstService Residential is seeking a General Manager for Turnberry Ocean Colony who understands the tastes and sensibilities of the high-end residents and guests the property team will be serving – in particular the expectation of exceptional, luxury resort-style service reflected in everything from personal brand and demeanor to communication style.

FirstService Residential provides full-service, professional association management services to more than 7,800 properties encompassing over 1.6 million residential units across 22 U.S. states and including provinces in Canada.

As North America's property management leader, we developed many groundbreaking services that have come to define our industry – and set the standards for quality and service excellence for others to follow. Today, we continually refine and enhance the full-service solution and innovative resources we deliver to our clients, building long-term relationships and providing genuinely helpful service that adds value to their properties and enhances their lifestyles.

If you share our passion for service, we invite you to explore becoming part of our team.

General Summary:

The General Manager (GM) provides strong leadership and management direction on behalf of Board of Directors and while the GM is an associate of the management company, the GM will report to the association Board of Directors. Key responsibility is to oversee the entire operation and consistently adhere to and perpetuate the mission and vision of the Board and community.

Essential Duties and Responsibilities:

- Develops, manages and implements long term/strategic, capital and business plans, operating reports and general policies for the Community.
- Collaborate with Community Board of Directors to ensure the services required to maintain the common elements of the Association to provide first class services and in accordance with community rules and regulations.
- Responsible for the timely development of accurate annual budgets for each direct report, departments and both entities. Coordinates the preparation of the comprehensive annual business plan with all departments. Collaborates and assists key managers with developing, monitoring and achieving business and operating plans.
- Ensures team prepares and monitors monthly and quarterly financial reports and statements, revenue goals and expenses as well as generating various (weekly, monthly, quarterly) business reports and forecasts.
- Monitors business volume forecast in each department and advises changes to plans or programs, in areas of labor, productivity, COS, operating costs and other elements. Recommend corrective action as needed.
- Leads regular department head meetings and financial review meetings aimed at ensuring coordination of all areas of their club and at addressing pending issues as a team. Promotes active communication in all area, collaboration and accountability.
- Maintains close contact with residents and members on a daily basis to ensure overall satisfaction exceed expectations. Manages the resolution of member, guest and employee feedback and challenges in a timely manner.
- Ensures the highest standards are achieved through adhering to proper operating procedures in all related areas. Ensures the team is exceeding member expectations in the F & B department, oversees the management team responsible for delivering an excellent F & B experience over all operations.



- Oversees the development of comprehensive strategic plan designed to achieve the goals of both entities and enhance the value proposition for members and residents. Monitors sales and revenues to ensure goals are met. Supports and guides team with the creation of programs to promote the facility's lifestyle products.
- Ensure compliance with purchasing policies and procedures and that club is benefiting from vendor relationships and national accounts.
- Oversees the care and maintenance of all of the clubs physical assets and facilities. Oversees the coordination of property wide maintenance efforts between the building management department and senior managers.
- Assures the effective orientation and training are given to each new associate. Ensures ongoing training programs are adapted and documented for the property. Programs to include but not limited to member service, food and beverage service training, train the trainer programs, safety and other programs.
- Monitors the overall safe work practices, coordinates ongoing safety education programs, and ensures compliance in all departments. Emphasizes prevention through training, inspection and preventative enforcement.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person.
- Develops and maintains a positive management philosophy to guide personnel toward optimal operating results, employee morale and member satisfaction. Review policies relating to personnel actions and training along with professional development programs.
- Updates and oversees implementation of company policies and procedures for direct report departments, including compliance with all company standards.
- Responsible for interviewing, hiring, training, planning assigning and directing work, evaluating performance, rewarding and disciplining associates, addressing complaints and resolving problems.
- Directly manage department heads, which may include Vice President of Operations, LifeStyle Director, Controller, Food and Beverage Director, Building Maintenance Director, Spa Director.
- Maintains membership with the Club Managers Association of America and/or other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
- Oversees the process to solicit bids for maintenance, construction and other community projects, and participates in selection of contractors and vendors (landscape maintenance, janitorial, maintenance services, utilities, other services). Ensures contracted services needed are in the best interests of the Association and necessary in order to administer the Association in the Declaration.
- Knowledge of all Community Governing documents. Provide recommendations on revisions.
- Provide community leadership and guidance to ensure that the needs or desires of the homeowners are being addressed.
- Work closely with local emergency organizations to maintain established emergency and community evacuation plans as appropriate.
- As appropriate, confer with other departments, divisions and outside agencies, including community groups and organizations. Identify, develop and implement programs to meet community needs.
- Assess and monitor community needs: identify opportunities for improving service delivery methods and procedures and developing new programs. Implement programs or improvements.
- Attend and participate in professional group meetings. Stay abreast of new trends and innovations in fields of community management and community programming.
- Executive decision-making capabilities; problem solving skills to include conflict resolution.
- Review corporation policies on an ongoing basis to ensure compliance with civil code, declaration and other requirements of governing institutions. Florida Sunshine Law and Florida Statutes 190, 718, 719 and 720.

Additional Duties and Responsibilities:

- Practice and adhere to FirstService Residential core values and global service standards.

Supervisory Responsibilities:

- Supervises all on-site staff and vendors.



Knowledge, Skills and Experience:

- Bachelor's Degree preferred 5-10 years' experience and/or equivalent in experience and training in private, member-owned club/space.
- Certified Club Manager or similar certification.
- Preferred possession of LCAM or CAI designation.
- Community Association Management experience and understanding of Florida HOA Laws and regulations.
- Possesses strong leadership, hospitality and human relation skills.
- Presents a professional appearance and demeanor in all exchanges.
- Must have exceptional verbal and written communication skills.
- Must have excellent organizational and time management skills, along with the ability to coordinate details and prioritize the work on a daily/weekly basis.

Knowledge, Skills and Proficiencies:

- Committed to continual learning as evidenced by attendance at industry programs, industry, and educational opportunities that enhance interpersonal skills.
- Display strong written skills and publish appropriate documentation as directed to create the legacy for the corporation; particularly in the area of operations, and relationship management.
- Display a community posture that positively represents the vision of the association.
- Intermediate knowledge of Microsoft Applications, especially Word and Excel
- Works effectively with coworkers, clients, customers, and others by sharing ideas in a constructive and positive manner; addresses problems and issues constructively to find mutually acceptable and practical business solutions.
- Strong ethical practices.

Salary:

- Salary is open and commensurate based on qualifications and experience. Comprehensive benefits packaged offered to all employees.

Travel Requirements:

- Little to no travel required for this position.

How to Apply:

Please upload your resume and cover letter using the link below. When on our careers portal please refer to job requisition #41957. Please have your documents fully prepared to be attached when prompted for them during the online application process.

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