

## CANDIDATE PROFILE

**General Manager**  
Tonto Verde Association  
Rio Verde, AZ



[www.tontoverde.org](http://www.tontoverde.org)

## The Organization

### **Tonto Verde — Something for Everyone!**

The natural beauty is the mountains and surrounding Sonoran Desert; but the real beauty is our people. There is a friendliness in our community, embracing newcomers and creating environments and activities that are inclusive. With 700+ homes, Tonto Verde is large enough to be cost effective yet small enough to foster friendships, creating that true sense of community where you know you belong.

Our gorgeous Santa Fe-style Community Clubhouse is the social hub of the community. The clubhouse features the award-winning Mesquite Grill, one of the top al fresco dining spots in the nation. Also included are the state-of-the-art fitness center, bocce courts, a volunteer operated library and the Olympic-size heated pool.

Tonto Verde recently opened a new Community Park which features pickleball, restrooms and grass-covered dog parks for our canine friends large or small. There is also an 18-hole natural grass putting course available to residents, regardless of whether you join the Tonto Verde Club.

Cycling and walking are very popular and why not? We have a dedicated walking and wagging trail with several entrances and a spectacular THREE MILLION Acre backyard. Tonto Verde has a private entrance to The Tonto National Forest and McDowell Mountain Regional Park which offer elevation changes from 1,300 to 7,900 feet and miles of trails for hiking, biking, and horseback riding.

The lakes, rivers, trout streams and desert canyons of the Tonto National Forest offer outstanding recreational opportunities throughout the year. Community amenities are owned by the residents. There are two great golf courses offered by Tonto Verde Club, the Peaks and the Ranch, for which membership is separate but not required of all residents.

## Key Responsibilities

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- Implement general policies established by the Board of Directors; direct their administration and execution.
- Apprise the Board of trends, issues and changing circumstances that could result in changes to the strategic plan or threats to the assets of the community.
- Oversee the preparation and delivery of financial reports, operating, cash, and capital budgets and other financial statements; taking or recommending effective corrective action as required.
- Manage cash flow, mitigate risk and establish policies to protect all assets of the Community.
- Ensure that the restaurant and other operations operate at the highest standards and work to meet or exceed the expectations of its members.
- Sets the standard for effective management and demonstrate a concern for the supervision and development of the staff ensuring that employees receive appropriate training and development
- In conjunction with the Human Resources Committee and managers, oversee the establishment of employee rules and regulations, internal controls and a performance appraisal system.
- Coordinate the development of the Association's long-range and annual (business) plans in efforts to move toward the Association's mission.
- Serve as a member of appropriate TVA committees and attend meetings of the Executive Committee and Board of Directors.
- Proactively respond to residents' concerns and questions.
- Consistently assure that the Association is operated in accordance with all applicable local, state and federal laws.
- Oversee the care and maintenance of all the Association's physical assets, grounds and facilities.
- In conjunction with the Marketing Committee, coordinate the marketing and member-relations programs to promote the community's amenities and facilities to current and potential residents.
- Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
- Oversee risk management programs to ensure that adequate safety measures are in place to protect residents, employees and Association assets.
- Handle emergencies such as fires, accidents and breaches of security promptly and in person. Emphasize prevention through policies, training, review, inspection and maintenance.
- Secure and protects the Association's assets, including intellectual property and brand, and enhances the brand equity.
- Working along with the Security Committee, provide for the security of the community.

## Attributes

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- Honesty, integrity, accountability, leadership, initiative and dedication.
- Ability to inspire and motivate others and earn the respect of the residents and employees.

- Conducts oneself in a responsible and professional manner at all times while at or away from the community and encourages other staff members to do the same.
- Able to be diplomatic and tactful – yet firm – in dealing with residents.
- Must demonstrate interpersonal relation skills and be an excellent communicator.
- Ability to set goals and objectives as well as delegate to and coach the managers and their staff.
- Desire to serve as a mentor and coach to the staff.
- Ability to make complex decisions in a dynamic environment in support of the community's vision, mission and core values.
- Ability to think strategically while meeting operational and near-term objectives.
- Financial aptitude commensurate with executive duties.
- Ability to set and maintain high standards for all facilities, services and communications.
- Knowledge of and ability to perform required role during emergency situations.

## Requirements

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- A verifiable track record of eight to ten years as a General Manager or Chief Operating Officer of private, member-owned clubs and/or HOA's
- Bachelor's degree from a four-year college or university; Hospitality Management major preferred.
- Maintain and take advantage of membership in the Club Managers Association of America (CMAA), The Community Association Institute (CAI) and other professional associations.
- Certified Club Manager (CCM) or Community Association Manager (CAM) designations are not required but would demonstrate relevant expertise, experience and commitment to the profession.
- Extensive restaurant management experience highly preferred
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession and your community.
- The successful candidate will be a lifelong learner continually researching and understanding industry trends.
- Excellent verbal and written communication skills.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.
- Must be authorized to work in the United States.

## Competitive Compensation

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The Club offers an attractive and competitive compensation and benefits package to include:

- A base salary range of \$210,000-220,000 dependent on qualifications
- Professional dues and educational expenses
- 401k Retirement plan
- Relocation assistance

Health insurance for the employee and family including medical, dental and vision as outlined in the employee handbook  
Performance bonus

## be Considered

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A full background check will be conducted on candidates. Professionals who meet or exceed the established criteria are encouraged to contact:



**Thomas J. Noyes, CCM, CCE**  
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