



ZELLWOOD STATION CO-OP, INC.
2126 SPILLMAN DRIVE
ZELLWOOD, FLORIDA 32798

Park Manager Job Description

Position Description

Effective 1/01/2011

Adopted by the board of directors on January 2011

This description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by the board of directors. Position descriptions and duties may be modified whenever deemed appropriate by the board of directors.



Park Manager Position Description

Full-Time Exempt Employee

Position Overview

Zellwood Station is a unique community comprised of six (6) separate villages. Three (3) of the villages are condominium villages managed by Vista Management. Condominium residents are subject to all park rules. Shareowners also reside in condominium villages. Every resident at Zellwood Station is a member of the Zellwood Station Community Association. The Park Manager manages the ZS Co-op, Inc. and serves the CA by fulfilling the requirements of the Co-op Management Agreement with the CA. Each corporation has a separate board of directors, separate governing documents, discrete budgets. The Zellwood Station Co-op is the holder of and responsible for the Park Manager's contract.

The Park Manager is to provide the Board of Directors with timely information and recommendations for strategic planning and day-to-day operations. The Licensed Community Association Manager (LCAM) provides management, direction, and leadership to ensure the property is maintained and operated in accordance with Zellwood Station governing documents and objectives as set forth by each Board of Directors. The Park Manager is responsible for alerting the Board if any of their actions will violate the Florida Statutes or Co-op bylaws or governing documents. Responsibilities include working closely with both Boards of Directors and various committees to manage and operate the community, facilitate solutions to problems between communities and supervise the golf professional, the maintenance supervisor, and the administrative support staff. The Park Manager must possess strong management skills, stellar customer service skills, supervisory and negotiating skills. The Park Manager is responsible for administering an approximate three plus million dollar annual budget.

The Park Manager must be conversant with the Florida State Statutes, administrative rules, park rules, DBPR regulations, employment law, and the ZSCO/ZSCA governing documents that control the operations of the park. The Park Manager must be able to handle competing responsibilities of both the Co-op and the ZSCA.

Reporting Relationships

The Park Manager reports to the ZS Co-op President and the Board of Directors, and to the ZS Community Association President and Board of

Directors in accordance with the Management Agreement

Education

The position requires a bachelor's degree in business, management, finance or related disciplines unless due to an abundance of experience, the Co-op Board of Directors waives this requirement.

The Park Manager must undergo continuing education hours as set forth below in order to maintain licensure.

- Schedule all continuing education classes as required by DBPR to maintain LCAM licensure. Knowledge of generally accepted accounting principles.
- Accepts responsibility for maintaining and updating information of all new policies and procedures and educates staff. Coordinates/assists specific functions and activities of assigned practice including information systems, accounting, human resources, payroll, materials management, engineering, and other support services.
- Screens, interviews, and hires qualified applicants for open positions.
- Implements and assists in the training program for new employees and ongoing training for all employees.

Essential Functions and Responsibilities

Supervisory Experience

- The Park Manager must possess a strong managerial background. Three years of experience as an on-site manager managing the property or building operations, such as staff service contracts, resident retention and resident improvements is preferred. Strong working knowledge of customer service principles and practices. Ability to read, analyze, and interpret technical procedures, leases, contracts, regulations or documents with a similar degree of complexity. Strong interpersonal skills.
- The Park Manager supervises two managers, the maintenance manager, and the golf professional. Overall, there are twenty-five (25) employees to oversee with assistance from the managers.
- Evaluates performance of administrative staff on or before the appraisal due date. Ensures the maintenance manager and golf professional evaluates performance of their employees with assistance from the Park Manager.
- Follows Employee Progressive Discipline procedures utilizing appropriate forms.
- Ensures compliance with all local, state, and federal rules and regulations.
- Manages budget with assistance of Finance Committee recommendations and Board of Directors decree.

- This position shall represent the best interests of the two Corporations at all times, help to maximize shareholders value, serve both internal and external customers in a professional manner, and help the two Corporations grow through high quality standards, excellent customer service, pro-active industry positioning and meaningful community involvement.

Technical Proficiencies

- The Park Manager must be able to facilitate the training and evaluation of employees on their knowledge of Microsoft Office applications: MS Word, MS Excel; MS Publisher, MS Outlook, MS Power Point, Internet Research, TOPS (both financial and internet).
- Ability to supervise and oversee projects performed by Maintenance Supervisor and Golf Professional.

Communication Skills

- Strong customer service, communication, and interpersonal skills required.
- Develops and maintains an effective ongoing resident relations plan (FYI's), implement initiatives, and maintain an operating environment to achieve a satisfactory level of resident's service as measured by formal and informal feedback and surveys.
- Defines and implements goals relating to residents and external customers.
- Responds to phone calls and correspondence in a timely, professional manner.
- Displays exceptional ability to analyze and deal with a variety of situations that otherwise could be potential problems.
- Maintains a professional relationship with BOD, employees, residents and vendors.
- Encourages staff to behave in a professional manner and comply with the corporation's safety standards. Motivate staff to work as a team.
- Responds to questions accurately when asked and possesses good communication and composition skills.
- Offers helpful input when asked for suggestions for improved policies and procedures.
- Organizes time effectively and successfully balances the competing demands of multiple projects.
- Acts quickly and effectively when the situation demands it.
- Work with village representatives to ensure that new residents are provided with an orientation to the staff and buildings, reviews available services, and explains the community's rules and regulations.
- Manages resident's relationships to ensure residents receive a high level of service including timely and complete resolution of residents concerns,

- coordinating special services and requests.
- Ensures property improvement and other construction related projects are completed on time and within budget by effectively overseeing all construction projects.
- Establishes and maintains industry contacts and relationships in the property's marketplace through involvement in trade organizations, chamber of commerce, property management and real estate associations and networking opportunities with vendor outreach and peer groups.

Special Requirements, Physical and Mental Demands

Physical demands include ability to lift up to 50 pounds, standing, sitting, walking and stair climbing. The employee is required to work at a personal computer for extended periods of time as well as talking on the phone for extended periods. Requires constant mental alertness, and ability to communicate clearly. Ability to detect auditory and/or visual emergency alarms. On call 24/7. Ability to work extended flexible hours and weekends based on project requirements. Driving when necessary. Ability to respond to emergencies in a timely manner.

Preferred Experience and Skills

Leadership Skills

Must possess leadership skills, "Managing Self" skills, time application, and values.

Office Equipment

Must be able to utilize technology including voice mail, email, personal computer and office software and equipment, enterprise software such as TOPS.

Special Requirements

- Possess knowledge of assets cash balances and availability of funds for projects. Cash flow management for capital improvements.
- Monitors aging reports to ensure timely notifications are sent to insure the Co-op is in compliance with state statutes and Co-op bylaws should legal action be necessary.
- Prepares management report and submits them in a timely manner.
- Addresses Worker Compensation Incidents timely with Oasis and informs BOD.
- Monitors contracts regularly. Sends cancellation notices timely. Handles contract evaluations professionally.
- Any other responsibilities designated by the Board of Directors.

Salary

Effective with a Board decision in 2009 automatic “cost of living” increases were removed from salary consideration to remain current with changes in the economy and the marketplace. Performance, comparable salaries for similar positions in the State of Florida, economy, and budget considerations will determine salary treatment in 2010 and ongoing. Potential bonuses will also be determined by performance criterion set forth by the Board of Directors.