

JOB DESCRIPTION

Title:	Assistant General Manager
Location:	Skyline Plaza Condominium, Management Office
Supervisor:	General Manager

Job Summary:

Acts as the General Manager in the General Manager's (GM) absence; assist the GM in instituting policies and changes directed by the Board of Directors.; assist the GM in major maintenance operations and major construction projects and keeps the GM apprised of projects schedules, deadlines, status, and completion dates; directly supervise the administrative assistant in the Management Office and Front Desk personnel; oversee house rules administration and resident services; participate with the General Manager in accomplishing tasks or attending to issues presented at the monthly Board meetings; oversee property-level operations to ensure full functionality and safety of all facilities; review the collections from residents for monetary charges for in-unit services and makes sure that payments are properly posted to the accounts; provide human resource services to employees, resolves payroll and benefit issues with the immediate supervisor and/or managing agent or others; share after hours "on call" responsibilities with the General Manager under urgent and/or emergency circumstances; interact with various committees, residents and staff; monitor contract, execution, performance, and compliance with selected contractors; manage rentals of Party Rooms and Card Room for private purposes; consult with the Board President or officer of the Council of Co-Owners when necessary; and other duties as assigned.

Major Duties:

The Assistant General Manager has primary responsibility for the performance of the following tasks:

- **Resident Relations:** Serve as the primary point of contact for residents to resolve concerns, complaints, or problems.
- **Property Operations:** Oversee operations of the Engineering, Painting, and Custodial departments; to include the accuracy of work order control for residential and commercial units, and the maintenance of the common elements; oversee the overall

inspection, replacement, maintenance, alteration, and repair of Skyline's common mechanical, electrical, plumbing, fire alarm, and HVAC facilities.

- **Employee Relations:** Serve as the primary human resources contact for routine payroll and benefit concerns; interfaces with Management Office and Front Desk staff for scheduling and training; perform payroll tasks, and maintains on-site personnel files; ensure departed employees are properly processed: accounts and access are deactivated and benefits are properly terminated, etc.
- **Insurance Claims:** Interface with the master insurance policy provider to ensure claims are filed timely and correctly; follow up on damages to common and unit elements caused by casualties including which those are a result of an insurance claim against the master insurance policy.
- **Front Desk and Security Operations:** Serve as the primary conduit for day-to-day monitoring of front desk activities and tasks and security issues, including interaction with the security contractor, neighborhood watch efforts and staff in these regards; ensure front desk operations are conducted according to processes and procedures.
- **Procurement and Contracting:** Develop and oversee the execution of procurement activities; develop request for proposals (RFPs) in accordance with Association bylaws and industry standard processes; perform cost and technical evaluations of vendor proposals; conducts cost benefit analyses and pricing comparisons to ensure price reasonableness and proposal viability; procure office supplies and other expendables; develop and maintain a list of potential contractors to carry out cost effective maintenance and repair projects; conduct kick-off meetings with contractors to define the scope of work, attending on-site meeting, monitor contractors' schedules, evaluate contractor performance, and conduct audit and quality assurance; serve as liaison between contractors' staffs and residents.

Maintenance contracts include, but not limited to:

1. Swimming pool
 2. Exercise Equipment Maintenance
 3. Security Services
 4. Office Equipment Maintenance
 5. Exterminator
 6. Uniforms
 7. Staff Communications Equipment
 8. Plant Maintenance
 9. others
- **Writing:** Develop reports, memos and bulletin board notices; create forms and standard

letters for recurring events and questions, and rule violations.

- **Miscellaneous Work:** Perform, as required, duties such as scheduling service elevators and meeting rooms, ordering office and building supplies etc.; coordinate with the fire and police departments (identify locations of reset button for fire alarm system and shut-off valves) and communicate incidents and resolutions to residents and their families; obtain police support to enter units of residents if and as required; interface with appraisers and realtors and respond to questions and requests.

Qualifications:

- Ability to work independently, solve problems according to established house rules and policies.
- Extensive knowledge of project management principles and lifecycle, condominium instruments, personnel policy, bylaws, and the master insurance policy. Ability to advise on or carry out duties related to owners' responsibilities, rule prohibitions, insurance claims, etc.
- Strong knowledge of high-rise equipment, operations, operational processes, and building schematics.
- Working knowledge of high-rise building operations; ability to answer general questions on matters such as the master TV antenna system, heating/air-conditioning changes, etc.
- Strong knowledge of concierge and security services; to include supporting software programs such as BuildingLink.
- Extensive experience in procurement processes and procedures, and contract management. Strong Skills in generating and executing requests for purchasing (RFPs), evaluating cost and technical proposals, and provide recommendations to GM and Board of Directors.
- Strong writing and communication skills; and in generating reports, memos, and notices for a wide audience.

Requirements:

- Minimum of 7 years of High-rise operation management or very large community properties
- Minimum of 5 years supervisory and/or management experience

- Strong project management and budget execution.
- Current certifications related to residential property management
- Knowledge of federal, state and local laws and regulations related to housing
- Proficient in Microsoft Office
- Ability to quickly learn operational software programs
- Ability to perform desk related tasks; operate a computer keyboard for long periods; walk or stand for extended periods, ability to walk various elevations and terrains, climb stairs and ladders, ability to lift and squat, ability to move in small areas/spaces, ability to lift 25 lbs.

Compensation: Commensurate with work history and compensation history

Application:

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