

CANDIDATE PROFILE

General Manager
Monte Carlo Towers
Condominium Association
Tampa, Florida

[Please click here to watch a short video.](#)

Organization

Monte Carlo Towers is a luxury 205-unit, 23 story bay front condominium building located in downtown Tampa, Florida. Monte Carlo Towers was built in 1984 and features several amenities including an outdoor pool, tennis and pickleball courts, fitness center and sauna, an entertainment and party room, library, and two guest suites.

Position Summary

The General Manager is responsible for all aspects of operations of the condominium property including communications, human resources, financial management, facilities/maintenance management, landscaping, safety and security, community relations, and project management of owner initiatives. The General Manager cultivates a team environment that provides exceptional owner and guest service and ensures all staff members perform at a consistently high level. The General Manager motivates, instills accountability, and achieves results to fulfill the objectives of the Board and the residents in compliance with the Declaration, Articles of Incorporation, and Bylaws of the Condo Association. The GM communicates in a timely manner to the Board President all issues that substantively impact the Association, the budget, staff, and operations. The Association budget is roughly \$3.2million and the General Manager oversees a total staff of 23. Monte Carlo Towers has had four General Managers over the last 20 years.

Responsibilities

- Establish and maintain positive and professional relationships with residents, guests, vendors, members of the Board of Directors, and the building community.
- Illustrate the ability to team build, develop staff, and provide growth opportunities through performance management and succession planning.
- Manage the financial condition of the building in a business-like manner, demonstrating an innate analytical ability to grasp numbers and understand their impact. Be a strong steward of the finances with capital planning and operational decisions.

- Manage all vendor expenses including negotiating contracts, coordinating services for the operation of the property, and assuring vendors complete their work in a timely and high-quality manner.
- Respond to owner inquiries and resolve owner complaints in a timely manner.
- Develop a communications strategy that is clear, transparent, and timely internally and with Board, committees, and community members.
- Maintain official records of the association as outlined in Florida Statutes or directed by the Board.
- Attend all Board and committee meetings, offering management and advice on the property and administration of the community.
- Assist in developing appropriate committees and provide the necessary administrative tools to the Board to enable them to make decisions in accordance with the community's directives.
- Demonstrate and apply a broad knowledge of concepts, practices, and procedures for managing a diverse workforce and how it supports related operations.
- Assist the Board's decision-making process by providing information and research and analysis. Implement the Board's decisions and administer the services, programs, and operations of the community within the policies and guidelines set by the Board.
- Serve with a high degree of visibility throughout the community, both on and off the job, to ensure community services are effectively communicated and efficiently delivered.
- Maintain and ensure a safe environment including standards for maintenance and upkeep of the facility's equipment, housekeeping, sanitation, and employee dress.
- Ensure the highest level of customer service from all employees to current residents and prospective owners to maintain a positive image and enhance the community's reputation.
- Notify the Board President (or designee) of all unusual events, circumstances, or other safety or quality control issues.
- Maintain a current roster of the Association members as required by Chapter 718, Florida Statutes, and record changes in ownership upon notification from owners with supporting documentation.
- Process all applications for approval in connection with transfers or leases of units and submit to the Association such information as is necessary to approve or disapprove such applications. Processing of application will be completed by the General Manager not more than 10 days after GM has received request.
- Prepare, post, and mail all meeting notices, proxies, ballots, and agendas in accordance with requirements and provisions of the By-laws and the Condominium Act, at the Association's expense.
- Have a thorough working knowledge of the composition of association documents, understanding of governing statutes, and Board meeting procedures.
- Ensure the Association is operated in compliance with applicable local, state, and federal laws.

Requirements

- A minimum of five years as a General Manager, Property Manager, or comparable in a similar community development, hotel, resort, or high-rise condo.
- BA/BS degree in hospitality management or other appropriate discipline preferred.
- Community Association Management (CAM) Certification required. Other community management certifications such as CMCA, PCAM, or the ability and desire to continue education by obtaining such certifications.
- Track record of implementing continuous improvement and enhancements in career.

- Extensive managerial experience in homeowners/resort settings, with a proven track record in creating and implementing new organizational, purchasing, and service delivery.
- Proven strategic planning skills.
- Astute understanding of and experience with Condominium/HOA/Resort financials.
- Demonstrated experience in financial and process analysis, striving for continuous cost improvement.
- Understanding of applicable local, state, and federal laws and regulations.
- Strong leadership ability, motivational skills, and enthusiasm.
- A positive and upbeat attitude to ensure a productive work environment, managing sensitive information with confidentiality.
- Track record of strong work ethic and integrity.
- The reputation as a “high energy” effective and visible leader; exhibiting maturity, a positive image and disposition and superior communication and “people” skills.
- Demonstrated experience in working with elected Board of Directors.
- The ability to attract, train, mentor, and retain a talented and cohesive staff.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Competitive Compensation & Benefits

Monte Carlo Towers will offer an attractive and competitive compensation and benefits package to include:

- Base salary and performance bonus
- Support for continuing education
- Individual health insurance
- Relocation assistance

Professionals who meet or exceed the established criteria are encouraged to create a focused cover letter, addressed to GSI Executive Search: Scott McNett.



Scott McNett

Senior Principal



scott@gsiexecutivesearch.com



314-854-1321

GSI Executive Search has been serving the private club industry for over twenty-five years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.