Position Title: Village Manager
Village: Town Center
FLSA Status: Exempt
Full-Time or Part-Time: Full-time

Village Mission
The mission of the Columbia Town Center Residential Community Association is to encourage and support the highest quality of life possible in our community, by promoting responsibility and engagement, creating unity and a sense of community throughout our neighborhoods, fostering a sense of security, advocating for the interests of Town Center, and cultivating appreciation for the uniqueness of Town Center, an urban community in a suburban setting.

Position Summary
The Village Manager plans, develops, implements, and manages all operations, programs, and activities of the Village, including recreational, educational, and community services and programs. This position develops and manages an annual budget of $540,000. The Village Manager supervises 13 employees at 1 facility. This position is responsible for board liaison and support; resident and community advocacy; office operations; village leadership and management; financial and budget management; and community outreach and marketing. The Village Manager reports to an elected Board of Directors.

Responsibilities
Board Liaison
• Answers to Village Board of Directors and implements its policies
• Keeps Board apprised of activities, actions, problems, and complaints
• Prepares agendas for and attends Village Board meetings
• Drafts and finalizes correspondence for Village Board
• Serves as liaison between Village Board, Columbia Association, and government entities
• Interfaces with Board committees and task forces
• Attends relevant community events and meetings
• Handles correspondence for the Board
• Facilitates annual Board member elections

Resident and Community Advocacy
• Advocates for residents
• Provides information to residents and refers to other agencies
• Oversees covenant enforcement

Facility and Office Operations
• Manages daily operations of village office
• Manages village community center
• Negotiates leases
• Oversees physical plant and maintenance
• Submits annual Facility Use Report to Columbia Association and Village Board
• Plans and directs the continual upgrading of equipment and procedures to maintain pace with technological progress, economic change, and business needs
- Prepares annual inventory list of furniture, fixtures and equipment
- Helps residents with photocopying, faxing, rentals etc.
- Handles residents’ complaints and questions

**Village Leadership and Management**
- Directs the planning, development, implementation, budgeting, maintenance and support of all Village functions
- Administers and manages policies, standards, practices, and security measures for all Village functions to assure effective and consistent Village operations
- Recruits, hires, trains, supervises, mentors, evaluates, and develops staff according to Village policies and procedures, ensuring the overall smooth functioning of the Village.
- Provides guidance and direction for development of all staff to improve the overall professionalism of the Village and the support provided to Village residents
- Oversees and performs standard supervisory administrative duties including weekly scheduling, time sheets, petty cash, expense reports, payroll processing, benefits management, etc.
- Oversees payroll, vacation, and sick leave, administers 401K contributions to payroll company
- Ensures alignment of staff to Village mission and organizational goals
- Oversees special programming activities for the Village

**Financial and Budget Management**
- Oversees all financial operations including G/L, A/R, A/P and Payroll
- Prepares and monitors budget and submits financial reports to CA and Village Board

**Community Outreach and Marketing**
- Oversees, prepares, edits, and writes village newsletters
- Arranges for printing and distribution of newsletter
- Solicits advertising for newsletter
- Gathers and disseminates information for village residents and email group
- Maintains social media to disseminate information about Village events (Constant Contact, Facebook, Twitter)
- Writes and updates Village blog
- Maintains and updates the Village Website
- Responds to press/media inquiries
- Prepares and distributes the Village’s Annual Report

**Qualifications**
- Bachelor’s degree in business or public administration; master's degree preferred
- 3-5 years of property management, nonprofit management, community association, or facility management experience required
- 3-5 years of staff management experience required
- Experience working in a team-oriented environment
- Advanced proficiency in MS Office including Word, Excel, PowerPoint, Publisher, and Outlook
- 2-3 years of experience with social media preferred
- 2-3 years of experience with QuickBooks or other accounting software
- 2-3 years of experience with payroll systems and software
- Knowledge of Village policies, practice, and procedures
- Knowledge of community associations, administration, community services and programs
- Knowledge of human resources processes and operations
- Knowledge of facilities management operations and activities
- Knowledge of budget formulation and management
- CPR and AED certification required
- Strong organizational skills and the ability to prioritize
- Strong written and verbal communication skills required
• Strong ability to represent the Village to various stakeholders (evenings and weekends as needed)
• Columbia resident a plus
• Valid driver’s license and/or reliable transportation required

ADA Requirements
This job operates in a services environment. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines
• This position would require the ability to lift files, open filing cabinets and bend or stand as necessary
• This position requires walking and giving tours to prospective guests about the facility
• Advanced math skills needed to perform advanced formulas, spreadsheets, payroll, taxes, etc.
• Must be able to read diagrams
• Must be able to set-up and move tables, chairs, and other facility equipment
• Must be able to operate and lift A-V equipment
• May be required to walk up and down stairs
• May be required to push a vacuum and to provide light cleaning
• Adequate close vision to see that an area has been properly cleaned
• Ability to lift up to 20 pounds

DISCLAIMER: This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required.

The Town Center Community Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

Compensation:

• TCCA can offer approximately $80,000-90,000 annually for this position, along with a full benefits package, including medical insurance, FSA, and retirement.

Please send a resume and cover letter stating why you are the best person to lead TCCA to Resume@ColumbiaTownCenter.org.

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