

## **Parkchester South Condominium Job Description**

**Job Title:** General Manager  
**Reports To:** President of the Board of Directors and the Board of Directors  
**FLSA Status:** Exempt  
**Revision:** June 7, 2010

### **SUMMARY**

The General Manager of the Parkchester South Condominium has overall responsibility for planning, organizing and directing the operations of an 8,286-unit condominium and implementing the objectives, policies and procedures adopted by the Condominium's Board of Directors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Oversee building operations, physical plant and building systems maintenance, and capital improvement programs. Direct in-house staff; contract for required services within budget limitations; oversee performance by outside contractors; enforce compliance with contracts; ensure compliance with governmental rules and regulations; maintain insurance; and advise Board of Directors with respect to required maintenance and capital improvements.
- Oversee financial affairs of the Condominium, including preparation of budgets, review of operating statements, and supervision of back office management and accountants. Work with Board of Directors, through the Finance Committee, to determine management priorities and prepare annual budget; oversee back office management activities (e.g., collections, billing, etc.); prepare monthly variance reviews in conjunction with department heads; cooperate with accountants in preparation of annual audit.
- Foster positive community relations within the Condominium, the larger Parkchester community, and the surrounding neighborhood. Attend special Parkchester events.
- Supervise Condominium staff of approximately 340, including management, technical, maintenance, and administrative employees; generate positive work environment insuring quality performance and retention of staff; and implement fair and consistent procedures for appraisal performance and review; hire and dismiss staff within budget limitations and, with respect to certain high level management positions, with the approval of the Board of Directors.
- Report to and advise Board of Directors on operations, financial matters, resident concerns, policies and procedures. Develop long-range plans and make recommendations to the Board of Directors.
- With respect to Condominium's commercial space, oversee leasing, rent collection and construction.

## **SUPERVISORY RESPONSIBILITIES**

Manages senior directors and key managers who supervise approximately 340 employees in Maintenance Operations and Administration. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

## **QUALIFICATIONS**

- General understanding of building systems, including heating plant operations.
- Strong computer skills including expertise with the Microsoft Office Suite particularly Word, Excel, Outlook and PowerPoint.
- Ability to create reports, write memorandums and prepare a comprehensive monthly management report for the Board of Directors.
- Ability to prepare budgets, analyze financial statements, and understand accounting issues as they relate to property operations and reporting requirements.
- Ability to manage staff, delegate specific tasks, and evaluate employee performance in a fair and consistent manner. Knowledge and experience with EEO guidelines are essential.
- Ability to work with government officials and agencies, as well as other professionals (e.g., attorneys, accountants, engineers) and community members.
- Ability to make long range plans
- Excellent communication skills, including ability to communicate with residents and respond to resident concerns. A second language is a plus.
- Ability to plan, prioritize, organize and solve problems.
- Ability to attend night meetings, including monthly meetings of the Board of Directors and regular committee meetings as well as be available on a 24-hour basis for emergencies.

## **EDUCATION and/or EXPERIENCE**

Ten years experience in residential real estate management; a BA/BS degree is required; an advanced degree is preferred.

## **Background for the General Manager Candidate**

Parkchester is an ethnically diverse middle-class community located on 121 acres in the Bronx, New York. Over 40,000 individuals live and work in our community, which includes residential apartments and numerous commercial enterprises including major retailers, a theater, restaurants and small specialty shops. We are easily accessible by public transportation and close to major highways including both the Cross Bronx and Bruckner Expressways. We also maintain public parks and a variety of recreational services and events for our residents.

The complex was originally developed in 1939 and later converted into two separate condominiums. The Parkchester North Condominium, comprised of the north quadrant of the complex and including 3,985 apartments, was converted in 1974 and the Parkchester South Condominium, comprised of the east, west and south quadrants of the complex and including 8,286 apartments, was converted in 1986. A Board of Directors governs each Condominium. A General Manager employed by the Condominium oversees operations of the Parkchester South Condominium. Back office functions are performed by an affiliate of the current sponsor. The Parkchester North Condominium has retained PPC Property Services to manage its operations.

The Parkchester South Condominium's Board of Directors is comprised of 15 members, including eight members elected by the unit owners and seven members designated by the current sponsor, Parkchester Preservation Company.

The Parkchester South Condominium completed a major renovation in 2003 including replacement of all apartment windows as well as upgrading of the plumbing and electric systems in all buildings. Local Law 11 compliance, roof replacement and brick façade repairs are ongoing.

The Board of Directors seeks a seasoned professional able to work collaboratively with the Board, our employees and residents, and the community. Parkchester, due to its size, complexity of interests and seventy year history, offers unique challenges with few, if any, comparative models. It is certainly a "city within a city" bringing as much political excitement as well as community, work force and infrastructure issues as any other town.

The General Manager will have overall responsibility for planning, organizing and directing the business affairs of the Condominium. The individual will cooperate with the Board of Directors in its responsibility for oversight and policy-making. The Board expects the General Manager to implement Condominium policies regarding its operations in a fair and consistent manner with courtesy to all whether employees, consultants, unit owners, tenants or residents. The General Manager will supervise the operations and personnel of the Condominium reporting to the President on a day-to-day basis. The individual will provide reports and direction to the Board regarding resolution of problems facing the Condominium. Other responsibilities include responsibility for the financial affairs of the Condominium in cooperation with the Treasurer, Finance Committee and Auditor. The General Manager will also be expected to prepare the annual budget in collaboration with the Finance Committee for Board approval.

The General Manager will be expected to maintain regular office hours and attend monthly Board and committee meetings, which are conducted in the evening. The General Manager will also be expected to conduct periodic field inspections and attend special events sponsored by the Condominium.