

## **Nature Pointe Clubhouse & Events Manager**

### **Job Description**

#### **I. Office Manager**

##### **A. Member and Public Assistance/Relations**

1. Staff the Clubhouse and grounds by maintaining office/property.
2. Greet and handle inquiries from members, guests, service contractors and general public.
3. Request all guests to complete a liability waiver or real estate prospect form.
4. Assist in creating and maintaining guest information packets, promotional materials and brochure racks in front lobby.
5. Maintain member contact information and liability waivers. Create and maintain member files.

##### **B. Bookkeeping & Human Resources**

1. Maintain financial records using QuickBooks.
2. Invoice, collect, record and monitor accounts receivables.
3. Record and prepare deposits and give to volunteer to take to bank in Albuquerque.
4. Initiate payment of vendor invoices approved by Board Treasurer and/or Board President.
5. Maintain invoice/financial files.
  6. Record, monitor and reconcile monthly HOA checking and savings accounts, credit card invoices, and petty cash for review by Board Treasurer and President.
  7. Process payroll for staff, and initiate payment for contracts and vendors.
  8. Maintain human resource records and State/Federal tax files for employees, contractors and vendors.
  9. Maintain records and initiate payment for gross receipts taxes as required by State law.
  10. Prepare quarterly Profit and Loss Statement, Balance Sheet and other financial reports with direction and supervision from Board Treasurer.
11. Add or remove property liens.
  12. Create computer backup CD files on financial records for storage off-site.
  13. Assist with annual audit/review with Board Treasurer and CPA.

##### **C. Communications**

1. Handle telephone communications and return calls promptly. Handle inquiries at front gate.
2. Create monthly calendar and give to volunteer to post on website. Post calendar information on message easel in lobby.
3. Send periodic Board approved informational memos to members as needed.

4. Handle/write business correspondence as needed and with approval by Board of Directors.

5. Send e-mails initiated by Board of Directors to members.

D. General Office Duties

1. Create and maintain filing systems.

2. Create and maintain Clubhouse management forms/books as needed (*Rule Book, sign-in contracts for members and their guests, etc.*).

3. Handle and distribute the mail.

4. Organize and inventory business supplies.

5. Handle lost and found items.

6. Maintain and follow the policy and procedures manual developed by the Board of Directors.

**II. Event Manager**

A. HOA Sponsored Events

1. Assist Volunteer Event Coordinator who recruits volunteers to organize HOA events (*New Resident Pancake Breakfast, Memorial Day Picnic, 4th of July Picnic, and other holiday and special events/activities*).

2. Include events on monthly calendar and send reminders via e-mail one week prior to event.

3. Train volunteer coordinators how to plan, setup, tear down and cleanup events.

4. Inventory and maintain stock items (*napkins, paper plates, plastic ware, etc.*).

B. HOA Member Events

1. Conduct pre-event tours of facility.

2. Maintain member price structure and contract on website. Book events, process contracts, liability waivers, and collect deposits and liability fees.

3. Explain Clubhouse rules, liability waivers for guests, kitchen equipment, and cleaning check sheet with the resident hosting the event.

4. Conduct post event facility walk through with host member, checking for cleanliness and damage. Return deposit if appropriate.

C. Out Side User Group (OSUG) Events

1. Create event marketing brochures, fliers and ads to promote weddings, corporate meetings/trainings, etc. Request printing/advertising quotes, get Board approval and place order.

2. Write news releases for special events or Clubhouse promotion, get Board approval and e-mail release to the media.

3. Promote Clubhouse facilities to corporations.

4. Conduct tours and met with prospective clients and their vendors (*cater, wedding planner, photographer, corporate representatives, etc.*).

5. Manage contract negotiations and signings, and collect fees.
6. Create and promote different price options for off-season and smaller events.
7. Hire, schedule, train and communicate with contract staff – event coordinator and workers.
8. Order rented linens and arrange for vendor deliveries.
9. Inventory needed supplies, and organize and store them until the event.
10. Assess condition of building for damages following the event. Return deposit if appropriate.
11. Send thank you letters and request future referrals.

### **III. Facilities Manager**

#### **A. Secure Building**

1. Open and close building (*turn on lights and music, start fire, etc.*).
2. Handle incident reports, enforce Clubhouse rules, and monitor activity in the Clubhouse.
3. Monitor security system.
4. Monitor DVR security system and store files on hard drive.

#### **B. Equipment/Building**

1. Schedule annual inventory.
2. Assist with maintenance as needed (*wash towels, clean mirrors and drinking fountains, etc.*)

#### **C. New Owner Clubhouse Training**

1. Provide informational tour for new lot owners. Give them a copy of the Clubhouse Rules and confirm that they have read and received a copy of the Covenants and Bylaws.
2. Issue key cards and gate openers, and collect payment.
3. Give new owners website address and password to member's area.

### **IV. Administrative Duties**

- A. Attend Board meetings.
- B. Organize and store blueprints for the Architectural Control Committee (ACC).
- C. Handle other duties and/or projects as assigned.

11/2013

Nature Pointe

30 Nature Pointe Drive, Tijeras, NM 87059

[www.naturepointe.com](http://www.naturepointe.com)

Facilities Manager

Nature Pointe Community, located 13 minutes east of Albuquerque, is seeking a building maintenance employee. This position is individually responsible for the continued operation and ongoing maintenance of an 18,000 square foot Clubhouse with

indoor swimming pool, outdoor hot tub, wellness-exercise room, caterer's kitchen and ballroom. Additionally there are 4 acres of grounds to be maintained with a pond and water features with pumps/filters, lawn and plantings, tennis court, playground, irrigation system and exterior lighting.

Qualified candidate must have general building maintenance and custodial experience, mechanical aptitude, and good communications and customer service skills. Experience preferred in maintenance and repairs of pool/spa, boilers, HVAC/swamp coolers, low voltage systems and other building equipment. Must be self-motivated, organized and dependable. On-site residency is a possibility.

#### Job Description

##### I. Facility

1. Open and close building (turn on lights and music, start fire, etc.).
2. Assist in handling incident reports, enforcing Clubhouse rules, and monitoring activity in the Clubhouse.
3. Handle work order system for needed equipment/building repairs (check record daily).
4. Perform or schedule maintenance and repairs as needed on plumbing, electrical system, low voltage, HVAC/swamp coolers, ventilation, dehumidifiers, etc.
5. Maintain and monitor swimming pool, hot tub, sauna and patios.
  - a. Handle and monitor items on check list for pool/spa chemicals and maintenance.
  - b. Handle or schedule repairs.
  - c. Maintain annual permits/inspections as required by NM Health Department.
6. Maintain and inspect exercise equipment in Wellness Center.
7. Maintain game room equipment, furnishings, satellite TV, and Wii game system and software.
8. Maintain racquetball court, and ping pong and basketball equipment. Replace sporting equipment as needed with Board President approval.
9. Inspect and maintain equipment in kitchen. Schedule repairs as needed.
10. Maintain XM stereo and TV systems.
11. Maintain radiant floor and boiler heating system. Monitor thermostat for efficiency.
12. Monitor propane consumption for Clubhouse, barbeques and patio fireplaces and initiate refills.
13. Winterize and maintain evaporative cooling units. Handle or schedule repairs.
14. Monitor/reset alarms, smoke detectors, tamper valves, magnetic doors, gate security, etc.
15. Keep maintenance logs on all equipment (date/type of repair, who serviced the equipment, etc.)
- 2
16. Perform annual building inspection for future needs/repairs: concrete, asphalt, stucco, paint, wood, roof, landscaping, etc. Obtain quotes on needed repairs and/or new items and report findings to Board of Directors.
17. Schedule and participate in annual fire system inspection for sprinklers, smoke detectors, tamper valves, fire extinguishers, etc.
18. Create and maintain written operation procedures for electrical/plumbing, fire alarm/tamper valve, gate/security, HVAC, etc.
19. Maintain and file instruction booklets/information for equipment in Clubhouse.

20. Handle/oversee annual inventory.

## II. Landscape/Exterior Maintenance

1. Maintain sidewalks by sweeping and/or removing snow.
2. Maintain flower planters and landscaped areas around the Clubhouse.
3. Maintain and inspect patio areas, and outside furniture and equipment.
4. Inspect and maintain horseshoe pit, bocce ball court, volleyball, tennis court. Handle or schedule repairs as needed.
5. Water, mow, fertilize and edge lawn.
6. Water trees, shrubs and flowers around Clubhouse.
7. Inspect playground equipment periodically for maintenance and repairs. Handle maintenance and/or schedule repairs as needed.
8. Clean and maintain pond, fountain, and handle or arrange for repairs as needed.
9. Maintain landscape around entrance gate with assistance from volunteers.
9. Maintain wood supply for fireplaces and keep fires going during winter months.
10. Correct direction and/or repair road signs.
11. Maintain hummingbird and bird feeders.
12. Help with snow plowing roads if needed (currently done by contractor).
13. Coordinate with volunteers and/or contract labors for assistance on projects.

## III. Housekeeping

1. Assist as needed when building is cleaned: floors, kitchen, dusting, bathrooms, mirrors, drinking fountains, fireplaces, trash, etc.
2. Clean and maintain front entrance frequently.
3. Clean and maintain wellness center and equipment.
4. Wash windows as needed or schedule contractor.
5. Wax floors 4 times/year or as needed.
6. Resurface Anasazi hall and racquetball floors as needed.
7. Clean and maintain indoor wall water fountain.
8. Organize and maintain catering, cleaning and storage areas/closets. Inventory items and keep a list of needed items to be stocked.
9. Organize and maintain all storage areas.
10. Handle pest and rodent control as needed.
11. Take recycling materials to Tijeras Transfer Station as needed.

3

## IV. General

1. Assist in analyzing ways to reduce building expenditures.
2. Attend and report at Board meetings as needed.
3. Handle other duties and/or projects as assigned.

Qualified applicants send resume & references to:

Board of Directors

Nature Pointe

30 Nature Pointe Drive

Tijeras, NM 87059

Or: [jobs@naturepointe.com](mailto:jobs@naturepointe.com)

Call to discuss position:

Alex Leonard

President

