

## Director and Officer Duties, and Facilities Manager

All directors and officers are subject, but not limited, to the following responsibilities listed in this document, as authorized by [Woodlands Homeowners Association Bylaws](#). Additional responsibilities have been added to support operational best practices. The WHA Bylaws take precedence over this document.

**Updated March 2026**

### Position Summary and Term Lengths (per WHA Bylaws)

Officers <sup>1,2</sup>	Term & Voting Years
President	1-year term, elected annually
Vice President	
Secretary	2-year Term, elected during even-numbered years
Treasurer	2-year term, elected in odd-numbered years
Board of Directors <sup>1,2</sup>	Term & Voting Years
Clubhouse Director	2-year term, election years not specified
Grounds Director	
Membership Director	
Activities Co-Directors	
Activities Co-Directors	
Pool Director	
Tennis Director	
A Quorum is reached when at least six (6) board members are present. If fewer than 9 are on Board, quorum = simple majority of directors in office (Art VI, Sec 3)	
<sup>1</sup> Officers/Directors may not succeed in the same position more than once, excluding partial terms	
<sup>2</sup> Only Class A members of the Corporation in Good Standing shall be eligible to be Officers or Directors.	

## President

### *Standing Responsibilities (Year-Round)*

- Serve as the chief executive officer of the Association and exercise general supervision and management of its affairs as designated by the Board.
- Preside at all meetings of the Corporation and the Board of Directors when present.
- Serve as an ex officio member of all committees.
- Address, mediate, and resolve issues involving Board members and/or neighbors of the Woodlands Homeowners Association.
- Respond to member questions or refer inquiries to the appropriate Board member.
- Assist Directors with contracting and operational matters as needed.
- Champion modernization and evolution of the WHOA governing documents, including Declarations, Covenants, Articles of Incorporation, and Bylaws.
- Pursue risk-mitigation strategies and multi-year planning initiatives.

### *Financial Oversight and Authority (Ongoing)*

- Be added as an authorized user on all WHOA bank accounts.
- In the absence or disability of the Treasurer, sign or endorse checks, drafts, and notes.
- Work jointly with the Treasurer to oversee overdue accounts, including member outreach, collection efforts, and lien oversight, with assistance from other Board members as appropriate.
- Work with the Treasurer to oversee the WHOA insurance package (for all Common Properties for full replacement cost, plus broad form public liability), including Workers' Compensation coverage.

### *Facilities Manager Oversight (Ongoing)*

- Serve as the administrative supervisor of the Facilities Managers, who report to the President on behalf of the Board.
- Be responsible for hiring and reviewing Facilities Managers.
- Maintain familiarity with the Employment and Occupancy Agreement for the Facilities Managers and oversee any required updates or changes.
- Refer to and enforce the applicable SOPs governing Facilities Manager responsibilities.

### *Legal Counsel Management (Ongoing)*

- Appoint legal counsel in accordance with the Bylaws.
- Serve as the primary liaison with legal counsel and manage interactions under retainer services.
- Provide legal counsel with the most current list of Board members and their contact information.

### *Board and Meeting Administration (Monthly / Annual)*

- Organize and conduct monthly Board meetings.

- Prepare and distribute agendas for each monthly Board meeting.
- Organize and conduct the Annual Meeting of the members. A ten (10) day notice should be given to members about the Annual Meeting.
- Before the Annual Meeting, update the Director and Officer Duties documentation.

#### ***Budget Planning Cycle (Fall – Winter)***

- Assist the Treasurer with the preparation of the annual budget for the upcoming year.
- Review the draft budget collaboratively with the Treasurer and Vice President before Board approval.

#### ***Annual Meeting Responsibilities (March)***

- Following the report of the Nominating Committee Chair, call for nominations from the floor in accordance with the Bylaws.
- Participate in the presentation of annual reports and governance matters.

#### ***Communications and Publications (Ongoing)***

- Write and submit the President's article for each issue of the WHA Acorn newsletter.

#### ***Recognition and Board Development (Annual / Ongoing)***

- If applicable, recognize and thank outgoing officers at the Annual Board Recognition Dinner.
- Train and mentor the Vice President as part of the two-year rotating term (Vice President in Year 1, President in Year 2).

#### ***Annual Evaluation Responsibilities***

- Conduct an annual performance evaluation of the Facilities Manager by soliciting Board feedback, compiling input, and delivering feedback directly to the Facilities Manager.

#### ***Transition to a New President***

- Transfer all work in process, objectives, notes, and priorities to the incoming President.
- Work with the successor to ensure continuity of leadership and a smooth transition.

## Vice President

### *Term Structure and Core Responsibilities (Year-Round)*

- Commit to a two-year, rotating term: Vice President (Year 1) followed by President (Year 2).
- Learn from and support the President in preparation for assuming the Presidency.
- Perform such duties as assigned by the President and the Board of Directors.
- In the absence of the President, assume all powers and perform all duties of the office of President.
- Assist the President in addressing and mediating issues involving Board members and/or neighbors of the Woodlands Homeowners Association.
- Mentor prospective members for future WHOA Board positions.
- Contribute to risk-mitigation strategies and multi-year planning initiatives.
- Serve as back-up to the Clubhouse Director regarding the video surveillance system. The responsibilities include, but are not limited to, the following: preparing and maintaining SOPs for video equipment operations and requests for video footage evaluation, organizing vendor-required maintenance, and paying annual subscription fees as applicable.

### *Website and Communications Oversight (Ongoing)*

- Serve as the owner of the neighborhood website.
- Work closely with the website administrator to maintain and update website content.
- Coordinate with other Board members to ensure their content is current and accurately reflected on the website.
- Write and submit a Vice President article for each issue of the WHA Acorn newsletter, as applicable.

### *Budget Planning Cycle (Fall – Winter)*

- Assist the President and Treasurer with preparation of the annual budget for the upcoming year.
- Review the draft budget collaboratively with the President and Treasurer before Board approval.

### *Board Development and Nominating Committee Process (October – December)*

#### **October**

- Prepare a preliminary list of prospective Board of Directors and Officer candidates.

#### **October – November**

- Chair the Nominating Committee, working with five committee members to conduct the nomination process.

#### **December**

- Present the proposed slate of candidates to the Board of Directors for review and approval.

- Communicate the approved slate to the membership at least 10 days before the Annual Meeting.

#### **Annual Meeting Support (March)**

- Support the President during the Annual Meeting, including leadership transition and officer nominations as needed.

#### ***Transition to a New Vice President***

- Transfer all work in process, objectives, notes, and priorities to the incoming Vice President.
- Work with the successor to ensure continuity of responsibilities and a smooth transition.

## Treasurer

### *Ongoing Responsibilities (Year-Round)*

- Have charge and custody of all WHA funds and securities and maintain designated bank accounts.
- Deposit funds into Board-approved banks and maintain banking relationships (including NBoI, Chase, and PNC).
- Pay bills regularly and on time, including those received via USPS and electronic autopay.
- Maintain accurate financial records, including month-to-month tracking of expenses against budget using Excel, with supporting bank statements stored in a shared folder.
- Reconcile bank statements monthly.
- Provide a financial report at each regular Board meeting.

### *Quarterly Responsibilities*

- Request formal quarterly sign-off on expenditures from individual Directors.
- Obtain formal quarterly approval of financial statements from the President.

### *Annual Budget Cycle (August – March)*

#### **August – October**

- Collect lists of project needs (“must-have”) and project wants (“nice-to-have”) from Board members.

#### **October**

- Collect quotes associated with project needs and wants.

#### **November**

- Build a draft budget using the prior year’s actuals and incorporating proposed one-time and recurring expenses.

#### **December**

- Distribute the draft budget to Board members as pre-read material.
- Review and obtain Board approval of the budget at the December Board meeting.

#### **Early January**

- Finalize the approved budget and provide it to the Secretary for inclusion in the Winter Acorn and distribution to the membership.

#### **February**

- Send the final prior-year financial summary and the upcoming year’s budget forecast to the membership.

### *March (Annual Meeting)*

- Work with the Membership Director to provide copies of the financial update and budget forecast to attending members.
- Present the budget to the membership and facilitate the vote for approval.

### *Dues and Receipts Management*

- Work with the Membership Director to process dues payments using a two-step QuickBooks verification process.
- Reimburse Directors for approved out-of-pocket expenses upon receipt of proper documentation.

### *Compliance and Oversight*

- Obtain an independent CPA examination of the books at least every other year.
- Work with the CPA firm (Comer Nowling) to prepare and file annual tax returns.
- Work jointly with the President to oversee WHA insurance coverage (for all Common Properties for full replacement cost, plus broad form public liability), including Workers' Compensation.

### *Transition to a New Treasurer*

- Add the incoming Treasurer as an authorized user on all bank accounts and establish access.
- Transfer checks, ledgers, financial records, and prior-year documentation (minimum of two years; four if available).
- Provide access to QuickBooks and train the incoming Treasurer on bill payment, accounts receivable, dues verification, and reimbursement processes.
- Retain access temporarily to support knowledge transfer and ensure a smooth transition.

## Secretary

### *Standing Responsibilities (Year-Round)*

- Serve as the official custodian of Association records and correspondence.
- Conduct all official correspondence of the Association as required.
- Record, maintain, and preserve accurate minutes of all meetings of the membership and the Board of Directors.
- Document all motions made at Board meetings, including the results of each vote.
- Publish approved Board meeting minutes and the WHA Acorn newsletter to the WHA website.
- Maintain and update neighborhood website content, coordinating with other Board members as needed.

### *Newsletter and Communications Responsibilities (Ongoing / Seasonal)*

- Oversee publication of the WHA Acorn newsletter, which is published at least three times per year and distributed electronically to the membership.
- Coordinate printing and mailing of the Winter WHA Acorn to all homes in the community, using address information provided by the Membership Director.

### *Election and Balloting Cycle (January – February)*

- Prepare and distribute a MailChimp communication to the membership in February containing the ballot of candidates and returning Board members.
- Alternatively, coordinate inclusion of the ballot within the Winter WHA Acorn if distributed in January.

### *Annual Meeting Preparation (March)*

- Prepare the official ballot for voting at the Annual Meeting, including the names and positions of new Board members recommended by the Nominating Committee.
- Support accurate recordkeeping of votes and proceedings at the Annual Meeting as required.

### *Website and Records Maintenance (Ongoing)*

- Ensure that Board minutes, ballots, newsletters, and official communications are accurately posted and archived on the WHA website.
- Maintain orderly records to support continuity, transparency, and compliance with Association governance requirements.

### *Transition to a New Secretary*

- Transfer all work in process, official correspondence, website access, and records, including minutes of all prior membership and Board meetings, to the incoming Secretary.
- Work with the successor to ensure continuity of records management and a smooth transition.

## Membership Director

### *Ongoing / Standing Responsibilities (Year-Round)*

- Adhere to the approved budget unless otherwise directed by the Board.
- Maintain the official membership database in QuickBooks and the Membership List spreadsheet stored in the Membership Google Drive folder.
- Keep the MailChimp distribution list current by adding new members and removing members who have left the Association.
- Provide updated membership rosters to Board members and Clubhouse Managers to support pool access, tennis courts, clubhouse rentals, and other HOA functions.
- Respond within 10 days to requests from finance companies, title companies, and related agencies by issuing HOA Dues Assessment letters and confirming dues status.
- Add the applicable Dues Assessment fee in QuickBooks for each property for which a Dues Assessment letter is issued.
- Send welcome letters, new member forms, and HOA information packets to all new homeowners.

### *January – February: Annual Dues Invoicing and Collection*

- In January, draft and distribute annual electronic dues invoices via QuickBooks to all members.
- By the end of January, print paper invoices for members who have not yet paid. Mail these invoices via USPS during the first week of February.
- From January through April, regularly collect dues checks from the Clubhouse mailbox, accurately record payments in QuickBooks, and deliver collected checks to the Treasurer.
- Communicate with the Treasurer regarding dues receipts and member payment questions during the annual dues process.

### *March: Status Reporting and Annual Meeting Preparation*

- By the first week of March, provide the President, Treasurer, and other appropriate Board members with a list of members who have unpaid dues and the outstanding amounts.
- Submit a Membership Report to the membership at the Annual Meeting.
- Prepare materials for the Annual Meeting, including:
  - A printed membership attendance list to record member check-in
  - Voting ballots for attending members
  - Raffle slips for the dues reimbursement prize
- After the Annual Meeting, provide the completed attendance list to the Secretary for inclusion with the meeting minutes.

### *April – May: Delinquency Management*

- In April, send first delinquency notices to all members with unpaid dues.
- In April, enter a credit memo in QuickBooks for each dues invoice for each Director who served on the Board for the previous fiscal year.

- In May, send second delinquency notices to any remaining members with unpaid dues.
- Work with the Treasurer and appropriate Board members to address overdue accounts.
- Coordinate with the President to establish or update liens on properties with unpaid dues in accordance with governing documents.
- By early May, send Class C membership postcards to the Class C address list.

#### *October – December: Planning for the Next Year*

- Provide a quote-based forecast and/or budget input to the Treasurer in October or November.
- In December, collaborate with the Board to determine any changes to annual dues in preparation for January invoicing.

#### *August: Class C Invoice Cleanup*

- In August, void or delete remaining unpaid invoices in QuickBooks for Class C members who did not opt to pay annual dues, ensuring no optional invoices remain open.

#### *Transition Responsibility*

- At the end of the term, transfer all work in process, records, notes, objectives, and priorities to the incoming Membership Director and support a smooth transition.

## Grounds Director

### *Authority and Standing Responsibilities (Year-Round)*

- Serve as the primary authority for all matters relating to the WHA grounds.
- Approve or reject all decisions involving the grounds, including:
  - Anything located on the grounds
  - Anything placed on or added to the grounds
  - How items or structures are installed or modified (including contractor work)
- Adhere to the approved budget unless otherwise directed by the Board.
- Work with and oversee contractors performing grounds-related maintenance and services.
- Ensure the overall safety, appearance, and condition of WHA grounds through regular inspection and oversight.

### *Ongoing Grounds Oversight (Year-Round)*

- Oversee maintenance and condition of:
  - Lake and lake treatments
  - Dam and exit channel
  - Weed control on the dam and exit channel
  - Bridge
  - Parking lot
  - Landscaping, including grass cutting and landscaping in front of the Clubhouse and outside the pool fence
  - Picnic tables and picnic area
  - Exterior signage near the sidewalk
  - Sidewalks outside the pool and steps outside the Clubhouse
- Oversee the landscaping company and ensure contracted services are performed appropriately.
- Ensure trees and shrubs are trimmed and arrange for tree removal when required.
- Inspect the grounds for hazards such as dead limbs, storm damage, debris in the creek, or unsafe conditions.

### *Lake, Dam, and Watercraft Management (Ongoing / Regulatory)*

- Ensure regular lake treatments are performed to control weeds and algae and to maintain water quality and safety.
- Notify the HOA membership when lake treatments are performed.
- Ensure the dam and spillway are clear of boats and watercraft at all times; boats may not be stored on the dam.
- Oversee registration of all HOA member watercraft and maintain accurate watercraft records.

### *Dam Inspection and Emergency Planning (Biannual / Ongoing)*

- Ensure dam inspections are conducted every two years by a qualified engineering firm.

- Obtain inspection reports and submit required documentation to the DNR on a biannual basis.
- Review inspection findings and pursue mitigation of any recommendations, including seeking professional guidance and taking corrective action.
- Maintain and update the Dam Emergency Action Plan.
- Coordinate with the Board, Hamilton County Emergency Management, and the City of Carmel as needed to ensure readiness in the event of a dam breach or flooding emergency.

### *Seasonal Responsibilities*

#### **Winter**

- Coordinate snow removal services, including determining trigger thresholds for plowing the driveway and shoveling sidewalks.

#### **Spring / Summer / Fall**

- Monitor ongoing landscaping, lake conditions, and general grounds maintenance throughout the growing season.

### *Communications and Reporting*

- Write and submit the Grounds Director's message for each issue of the WHA Acorn newsletter.
- Submit a Grounds Report to the membership at the Annual Meeting.

### *Budget Planning (October – November)*

- Submit a quote-based forecast or budget to the Treasurer for the upcoming fiscal year.

### *Transition to a New Grounds Director*

- Transfer all work in process, notes, records, objectives, contractor information, and priorities to the incoming Grounds Director.
- Work with the successor to ensure continuity of grounds management and a smooth transition.

## Pool Director

### *Standing Responsibilities (Year-Round)*

- Adhere to the approved budget unless otherwise directed by the Board.
- Provide overall supervision of pool operations, facilities, personnel, and vendors within the gated pool area.
- Serve as the primary point of contact with the Board of Health and ensure regulatory compliance.
- Negotiate and manage contracts related to pool chemicals, mechanical systems, and pool deck services.
- Submit regular status updates and a monthly Pool Report to the Board of Directors.

### *January – March: Staffing and Pre-Season Preparation*

- Send guard applications to prior-year guards in January with a March 31 deadline.
- Recruit, interview, and hire lifeguards for the upcoming season.
- Ensure all guards are set up on payroll and ready to begin work before May 1.

### *April – May: Pool Opening*

- Schedule and coordinate all pool opening activities, typically in May.
- Organize and lead at least one annual in-service training with the guard team and pool maintenance provider.
- Approve mechanical improvements, repairs, and service contracts as needed prior to opening.

### *May – August: Peak Pool Season Operations*

- Supervise day-to-day pool operations and remain responsive to the needs of Pool Managers and guards.
- Review and approve bi-weekly guard payroll before submission to the Treasurer.
- Periodically verify that guards are accurately completing payroll worksheets and receiving paychecks.
- Interface with the Woodlands Swim Team as needed during the season.

### *August – September: Pool Closing*

- Schedule and organize all pool closing activities, typically in late August or September.

### *Reporting and Communications (Throughout the Year)*

- Write and submit the Pool Director's message for each issue of the WHA Acorn newsletter.
- Submit a Pool Report to the membership at the Annual Meeting.

### *Budgeting and Planning (October – November)*

- Provide a quote-based forecast or budget to the Treasurer for the upcoming fiscal year.
- Manage pool-related costs to remain within the approved budget.

*Transition to a New Pool Director*

- Transfer all work in process, contracts, notes, and priorities to the incoming Pool Director.
- Work with the successor to ensure continuity of pool operations and a smooth transition.

## **Tennis Director**

### ***Standing Responsibilities (Year-Round)***

- Attend monthly Board meetings.
- Adhere to the approved budget unless otherwise directed by the Board.
- Supervise overall operations of the tennis courts, including court maintenance and condition.
- Coordinate with the Treasurer to budget for tennis equipment purchases.
- Periodically inspect the courts for debris, safety issues, or maintenance needs and arrange repairs with approved contractors as necessary.
- Communicate with the Grounds Director regarding maintenance around the tennis courts, including seasonal cleanup.
- Manage postings on the tennis court message board.
- Maintain lesson and court sign-ups using Skedda or a compatible system.
- Submit a monthly Tennis Report to the Board of Directors.
- Write the Tennis/PB Director's message for the WHA Acorn newsletter.

### ***Early Spring (March – April)***

- Arrange for the tennis courts to be power-washed before nets are installed.
- Install tennis nets in April and ensure courts are ready for seasonal use.

### ***Spring Preparation (April – May)***

- Recruit, interview, and hire tennis instructors for the season.
- Collect all required payroll documentation from instructors (Form I-9, Form W-4, and direct deposit information) prior to their start date.
- Coordinate with the Treasurer to ensure instructors are properly set up for payroll.
- Organize and finalize the summer lesson schedule and instructor roster by mid-May.
- Coordinate and publish lesson schedules, costs, and sign-up information to the HOA membership.

### ***Summer Season (May – August)***

- Oversee summer tennis lessons and court usage.
- Accept payments for tennis lessons and deliver all checks to the Treasurer.
- Work with the Treasurer to ensure instructor payroll is processed accurately and on time.
- Continue to monitor court conditions and address maintenance needs throughout the season.

### ***Late Summer – Fall (August – October)***

- Organize a tennis tournament at the end of the summer, if desired.
- Determine whether fall lessons will be offered and coordinate planning if applicable.

### ***Fall Close-Out (November)***

- Remove tennis nets in November and store them in the clubhouse basement.

- Coordinate with the Grounds Director to ensure courts are cleaned and prepared for winter conditions.

#### ***Budgeting and Annual Reporting (October – November)***

- Provide a quote-based forecast or budget to the Treasurer for the upcoming year.
- Submit a Tennis Director report to the membership at the Annual Meeting.

#### ***Transition to New Tennis Director***

- Transfer all work in process, objectives, notes, schedules, and priorities to the incoming Tennis Director.
- Support the successor to ensure continuity and a smooth transition.

## Activities Co-Directors

### Term Structure and Standing Responsibilities (Year-Round)

- Serve a two-year, rotating term: Assistant Director (Year 1) followed by Director (Year 2), with the Director responsible for training the Assistant Director.
- Adhere to the approved budget unless otherwise directed by the Board.
- Chair the Social Committee and coordinate with committee members and volunteers.
- Plan, organize, and lead family-friendly social and seasonal activities for all ages within the Woodlands HOA.
- Maintain responsibility for activity supplies and organization of supplies stored in the Clubhouse.
- Submit reimbursement requests to the Treasurer in a timely manner for approved expenses.
- Maintain HOA communications related to activities via MailChimp and manage all HOA social media platforms (Facebook, Twitter/X, Instagram, etc.), ensuring accounts are administered under WHA and not individual ownership.

### Pre-Planning Cycle (January – February)

- Review prior-year activities, participation, and feedback to inform planning for the upcoming year.
- Begin preliminary coordination with the Social Committee to outline the annual activities calendar.
- Communicate early-year activities and save-the-date information to the membership through MailChimp, Acorn, and signage as appropriate.

### Annual Planning and Scheduling (Before the Annual Meeting – March)

- Chair the Social Committee to finalize the proposed activities schedule for the year.
- Confirm dates, general scope, and budget alignment for major seasonal events.

### Event Execution Cycle (Spring – Fall)

- Plan and execute seasonal and community events, including but not limited to:
  - Easter Egg Hunt
  - Neighborhood Garage Sale (June)
  - Fourth of July Parade and Picnic
  - Labor Day triathlon, picnic/pitch-in, and pool closing
  - Chili Cook-Off, pony rides, and farm animals (early October)
  - Pumpkin painting and crafts (late October)
- Ensure events are appropriately staffed, set up, and cleaned up; solicit volunteers as needed while retaining overall responsibility for execution.
- Publicize events using the Clubhouse sign, Acorn newsletter, MailChimp emails, social media, and other approved communication channels.

#### ***Fall and Winter Activities (Late Fall – December)***

- Plan and execute winter and holiday programming, including the annual Christmas event featuring a story with Santa and family photos.
- Communicate holiday activities clearly to membership ahead of time using established communication channels.

#### ***Reporting and Communications (Ongoing)***

- Submit a summary of the monthly Activities Report to the Board of Directors.
- Write and submit the Activities Director's message for each issue of the WHA Acorn newsletter, including updates on completed and upcoming events.
- Submit an Activities Report to the membership at the Annual Meeting.

#### ***Budgeting and Forecasting (October – November)***

- Provide a quote-based forecast or budget to the Treasurer for the upcoming fiscal year.

#### ***Transition to New Activities Co-Directors***

- Transfer all work in process, event plans, vendor information, supply inventories, communications access, and priorities to the incoming Assistant Director or Director.
- Work with successors to ensure continuity of activities and a smooth leadership transition.

## Clubhouse Director

### *Ongoing Responsibilities (Year-Round)*

- Serve as the primary authority for all Clubhouse facility matters, including rentals, policies, repairs, maintenance, and associated rules and procedures, subject to Board approval where required.
- Adhere to the approved budget unless otherwise directed by the Board.
- Maintain administrative oversight of the Clubhouse facilities, including the keyless entry system and facility access controls.
- Maintain, review, and update all Clubhouse-related documents, processes, and procedures stored on Google Drive.
- Ensure that the most current versions of the Clubhouse Rental Agreement, Addendum, and related documents are uploaded to and maintained on the WHA website.
- Serve as the primary point of contact for Clubhouse issues and escalate matters to the Board as appropriate.
- Responsible for overseeing the video surveillance system, developing and maintaining related policies and procedures, and responding to and acting upon HOA director and membership requests to review recorded footage related to reported suspicious activities. The Vice President shares these responsibilities.

### *Rental Operations (Ongoing, As Events Occur)*

- Oversee all Clubhouse rental activities and ensure that rental policies, procedures, and documentation are followed.
- Review and approve all non-emergency Clubhouse expenses prior to commitment; in emergencies, coordinate with the President if unavailable.
- Work with the Facilities Managers to ensure rental events are supported, monitored, and any damage or issues are promptly reported.
- Review incidents related to rentals and determine, in coordination with the President, whether security deposits should be withheld.

### *Coordination with Facilities Managers (Ongoing)*

- Work directly with the Facilities Managers to address Clubhouse-related operational issues, maintenance needs, and rental support.
- Meet with Facilities Managers as needed to ensure effective oversight of Clubhouse operations and adherence to procedures.
- Receive and review reports of damage, safety concerns, or improper use of the Clubhouse and determine next steps.

### *Annual Review and Updates*

- Annually review the Clubhouse Rental Agreement, Addendum, and all related documents to determine whether updates are needed.

- Present proposed updates to the Board of Directors and obtain Board approval prior to implementation.
- Ensure updated, Board-approved documents are published and communicated appropriately.

#### ***Budget and Planning (October – November)***

- Provide a quote-based forecast or budget to the Treasurer for the upcoming fiscal year.
- Identify anticipated maintenance, repair, or improvement needs for the Clubhouse facilities.

#### ***Annual Meeting and Reporting***

- Support Annual Meeting logistics as needed, including coordination with Facilities Managers for room setup.

#### ***Transition to a New Clubhouse Director***

- Transfer all work in process, facility documentation, procedures, access information, and priorities to the incoming Clubhouse Director.
- Work with the incoming Director to ensure continuity of Clubhouse operations and a smooth transition.

## **Exhibit A – Job Description to Employment and Occupancy Agreement**

### **Facilities Managers/Employees Duties and Responsibilities**

#### **General**

- Attend monthly board meetings.
- Assist each year with room setup for the annual meeting.
- Attend annual homeowners' meeting.

Keep a monthly report of duties and responsibilities, and time spent on responsibilities. Provide this to the President at the end of each month.

Work with the President and Treasurer to have banking access to the Facilities Manager Account.

#### **Clubhouse Facility and Rental Events**

Rentals: Administration of clubhouse rentals with members of the WHA. Including but not limited to:

- Promptly respond to all calls and emails relating to Clubhouse rentals.
- Accommodate and arrange all calls and requests for clubhouse tours by new homeowners and interested renters.
- Respond to general questions and provide quotations of rental event pricing.
- Maintain an annual calendar of homeowner events and rentals.
- Assure that members who are delinquent in their dues are prevented from using/renting the Clubhouse. Refer to the updated membership spreadsheet in Google Drive to verify which members are delinquent on their dues before scheduling use of the Clubhouse. If there is a concern about renting the Clubhouse because of a member's delinquent dues, escalate concerns to the designated Board member who is responsible for collecting delinquent dues.
- Work with the President, Membership Director, or the designated Board member to know what members are delinquent with their dues. If there is a concern about dues, escalate it to the designated Board member responsible for collecting delinquent dues.

Learn the Rental Processes and Procedures, as well as the standard emails and documents in the Google Drive.

- Thoroughly screen a member's requirements for a desired rental event using the appropriate Questionnaire before booking the rental event. This includes determining the nature of the rental event, the number of guests attending, and whether adult chaperones are needed.
- Collect payments for rental events and write checks for cancelled rentals (refunds).

- Keep a spreadsheet record of rental checks deposited and rentals refunded due to cancellation. Work closely with the Board Treasurer to document this information clearly for tax purposes in the fiscal year.
- Notify the Clubhouse Director if there are concerns that the member does not understand the Rental Agreement, any other required Agreements or Waivers in addition to the Rental Agreement, or requirements for renting the Clubhouse.
- Monitor the rental event as described and required in the Rental Process procedural document.
- Clean the clubhouse facility before each rental: dust, vacuum, and clean bathroom countertops, toilet stalls, and toilets. Following each rental event, inspect the bathrooms and clean toilets and floors.
- Replace all paper goods as needed in the Clubhouse kitchen and bathroom areas.
- After inspecting all Clubhouse areas after a rental, communicate immediately with the Clubhouse Director and President if there is damage. The Clubhouse Director and President will determine if deposit funds should be withheld from the member.
- Spot shampoo extensive spills from any rental events.
- Report to the President and the Clubhouse Director any unfavorable conduct of the members or other persons attending a rental event.

#### **General Clubhouse Maintenance:**

- Purchase all cleaning products and paper products for the clubhouse.
- Dust and wipe down all cabinet tops and kitchen appliances weekly.
- Identify minor repairs and maintenance needs of the clubhouse facility to the clubhouse director.
- Clean and dust the blinds in the TV/meeting room, billiard room, and main ballroom at least once a month.
- Every month, perform a thorough monthly cleaning of the bathrooms and first floor, including dusting or cleaning with a damp cloth of all furniture, picture frames, light fixtures, including lamps, baseboards, window sills, fireplace area, and bar area. Clean away cobwebs from all areas. The insides of appliances (refrigerators, microwaves, etc.) should be checked monthly and cleaned as needed. For the bathrooms, when the pool is closed for the season, clean the floors, toilets, toilet stalls, shower stalls (if needed), sinks, sink fixtures, and countertops.
- Replace all hand towels and toilet tissue as needed.
- Empty trash cans.
- Sweep, shovel, or otherwise clear front steps and porch of debris and snow.
- Sprinkle Ice Melt or a similar product on the Clubhouse steps and the apron of the driveway.
- Clean trash and cigarette butts from porch containers.
- Change out and replace all porch light bulbs as needed.
- Maintain and clean porch furniture.
- Decorate the entire downstairs for Christmas and dismantle when appropriate.

- Provide overall facility security and manage access for the front door August keyless entry system.
- At the beginning of every calendar quarter, check the door battery and replace it. A “battery change reminder” appears in the August application for all administrators.
- Review August keyless entry codes monthly and delete codes that are no longer needed.
- Perform initial cleaning of the basement/storage area and garage/pump room every year in the Spring and maintain the cleanliness of these areas throughout the year.
- Daily, if needed, and at least every week, sweep the garage/pump room to eliminate dirt, debris, and trash. Dirt, debris, and trash are not to be swept into the sump pump or ground-floor drains in concrete just outside the garage.
- Keep the ground floor drain in concrete just outside the garage free from dirt, leaves, trash, and debris. Monitor and clean regularly throughout the week, and use a leaf blower to clear dirt and debris from the drains. Be sure you can see the drain under the grating. If the drain becomes clogged, the garage will flood.
- At least once a year, check the smoke alarms.
- Arrange for the Clubhouse window cleaning at least twice a year by a contractor.
- HVAC Condenser cleaning – Spring each year.
- HVAC Filters – change 3 filters in April and October every year.

Arrange to have gutters cleaned several times a year, and work with the Clubhouse Director to ensure it is done.

### Grounds

- Several times a week, walk the grounds and pick up all debris and trash on the overall grounds. Establish a routine and communicate with the Grounds Director.
- Remove debris and trash daily from the picnic area when the pool is open.
- Report concerns about the grounds or the dam to the Grounds Director.
- Make sure the weekly garbage pickup occurs and keep the area clean around the garbage dumpster.
- Light mowing is required of the lawn directly outside of the Clubhouse down to the driveway.

### Tennis Facility

- Report any concerns to the Tennis Director about members’ misuse of the tennis facilities.
- If requested, assist the Tennis Director with putting up the tennis nets in the Spring, taking the tennis nets down in the Fall, and assist with getting nets to the Clubhouse for storage.
- Empty the trash can in the tennis courts regularly. Don’t let the trash cans overflow.
- If requested by the Tennis Director, sweep the tennis courts to keep the courts free from leaves and pine needles. May also use a leaf blower.

### **Pool Facility**

- Assist in the annual uncovering of the pool in May and the recovery of the pool on Labor Day.
- Maintain appropriate chlorine supplies and order all deliveries of chlorine and bromine chemicals.

### ***Inspect mechanical operations daily and escalate issues and concerns to the Pool Director.***

- Keep the pump/filter room clean and organized and inspect daily.
- Understand how the pool equipment works and be able to perform emergency shutdown procedures.
- Monitor the pool and prevent its usage after posted hours.
- Collect any vending income from the head guard daily.
- Collect all guest fee income from guards daily.
- Deliver all vending income, guest fee income, and monies to the treasurer weekly unless the Treasurer requests otherwise.
- Organize the swim lesson forms and payments for the lessons and promptly deliver swim lesson income to the Treasurer.

### ***Pool Personnel / Lifeguards***

- Assist the pool director with interviewing, hiring, and reviewing all guards.
- Assist the pool director with in-service and training of new guards.
- Assist the Pool Director with training all guards on the pump room operation, with special interest in cleaning out the filters nightly.
- Coach guards and reinforce procedures.

### ***Make sure the guards test the water daily and log the results.***

- Be aware of the guard work schedules and ensure that the guards are showing up on time when scheduled to work.
- Report any concerns about the guards to the Pool Director.
- Assist guards as needed so only members who are current with dues are allowed to use the pool. Obtain a list of members who are not current from the President or the Membership Director. Report any concerns to the President, as you are not responsible for collecting dues.
- Supervise and support all guards through the head guard and the pool director.

Understand from the Pool Director how tasks and responsibilities are coordinated between guards, other pool personnel, and the Pool Director.

### **Communications**

- Direct any complaints, questions, and inquiries to the appropriate member of the Board.

### **Membership**

- Advise the Membership Director of issues or questions from members regarding dues payments or unpaid dues.
- Communicate with the Membership Director and the Treasurer regarding member questions and receipt of dues payments during the annual dues process in January and February every year.
- Assist the Membership Director in keeping the pool member list up to date when the pool is open. The guards use this member list.

### **Mail**

- Collect all daily mail and separate and distribute to the appropriate board member. A list will be provided to guide you about what mail goes to each director.

### **Access for Vendors to Facilities**

- With advance notice to you from a Director, provide access for vendors to the relevant facilities concerning the work or service that needs to be performed by the vendor.

### **Activities and Social Events**

- There are social events and activities scheduled by the Co-Activities Directors. From time to time, your help may be needed. Discuss and work this out with the Co-Activities Directors.
- Prefer you be present at the social events and activities.

### **Initiative**

- Initiative is encouraged. We can always do things differently and better, more streamlined and simpler. Recommendations about process and procedural improvement are encouraged and welcomed.