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DIRECTOR OF BUSINESS OPERATIONS PROFILE: PELICAN LANDING COMMUNITY ASSOCIATION, INC. Located on Estero Bay in Bonita Springs, FL

THE DIRECTOR OF BUSINESS OPERATIONS OPPORTUNITY AT PELICAN LANDING

Pelican Landing Community Association (PLCA, Pelican Landing or the Association), an unpretentious, approachable and breathtakingly beautiful community located in Bonita Springs, is looking for a sincerely and visibly engaged Director of Business Operations to lead its administrative operations team.

The Director of Business Operations will develop policy and bring new thinking and best practices to the administrative operations of the community. The right person will find a position where their experience and reasoning will be appreciated and rewarded, for the betterment of the greater community, residents and staff.

[Click here to view a brief video about this opportunity.](#)

PELICAN LANDING AND THE BONITA SPRINGS COMMUNITY

Pelican Landing is a community of over 3,300 residences, spread across 2,365 acres accented by lakes and preserves. Its landscape is colorful and lush, and its winding roadways are shaded by canopies of towering palms and native oaks. Pelican Landing has gone to great lengths to preserve and enhance the natural environment – cypress hammocks, protected wildlife, and pristine wetland areas are an integral part of the community's design.

The first home in Pelican Landing was built in 1989. Thirty years later, the community is nearly fully built out. This residential community offers a variety of home styles in two phases including single family homes, attached or detached villas and cottages, estate homes, and a mix of low-rise and high-rise condos with views of the Gulf of Mexico. Resale prices range from the \$200K's to \$2M+. PLCA's Phase I has 31 neighborhoods in Pelican Landing and Phase II has the 18 neighborhoods of The Colony. PLCA is financially sound with reserves that enable timely maintenance and replacement of assets.

Pelican Landing residents enjoy active lifestyles. The community includes a tennis center with 12 Har-Tru courts, a fully-equipped fitness center, six pickleball courts, two bocce courts and a community center where residents gather to play games and socialize. PLCA also offers residents a canoe/kayak park on Spring Creek, three fishing piers, a butterfly garden, and a marina on Estero Bay where residents can use sailboats and kayaks and enjoy complimentary sailing lessons. One amenity no other southwest Florida community can match — PLCA owns a 34-acre island in the Gulf of Mexico with sugar-sand beaches; accessible only via shuttle boat. There are also two, separately owned and managed private golf clubs with three 18-hole golf courses between them inside the gates.

BONITA SPRINGS & SURROUNDING COMMUNITY

Bonita Springs, located midway between Naples and Fort Myers, has become quite the sophisticate in recent years, blending almost seamlessly into North Naples to its south and Estero to its north. Golf course developments, shell-carpeted beachfront and a quiet downtown make Bonita Springs a highly desired destination offering a great quality of life in southwest Florida.

PELICAN LANDING MISSION

Maintain and enhance the quality of life and property values of Pelican Landing.

PELICAN LANDING VISION

Pelican Landing's vision is to provide a very desirable community that is characterized by its value, attractiveness, outstanding amenities and financial stability.

PLCA BY THE NUMBERS

- 3,318 residences
- 49 neighborhoods (Phase I and II)
- 2,365 acres
- Nearly \$5.3M annual operating income
- \$2,415 annual HOA assessment per residence
- \$2,500 initiation/transfer fee per residence
- 9 board members serving 2-year terms
- 71 average age of members
- 30% of homeowners live in the community year-round.
- Community is a 501 (c)(7)

Please visit PLCA's website at: www.pelicanlanding.com

[Click here](#) to view a video about the community.

DIRECTOR OF BUSINESS OPERATIONS POSITION OVERVIEW

In this newly formed role, the Director of Business Operations will work closely with the Community General Manager and take ownership for the administrative areas of the community including: Finance and Accounting; Administration; Payroll/Human Resources; Privacy & Gate Access; Covenant Enforcement; and Design Review and Approval.

In this leadership position the Director of Business Operations will spearhead a team of individuals who support the community needs, and will serve as the de facto 2nd in Command. The individual will direct employees and independent contractors, and will interact with residents and Board Members on committees and individually as needs and questions arise. Must be able to manage ongoing remote relationships/workflow such as vendors, subcontractors, and/or outsourced personnel.

The Director of Business Operations approves invoices and administers association funds and staff time dedicated to special projects, as needed.

DIRECTOR OF BUSINESS OPERATIONS JOB DESCRIPTION

- Responsible for the accounting of community finances, delivery of monthly financial reports, resident billing including the annual assessment, and community accounts receivables and payables.
- Coordinates bi-weekly payroll, HR administration, employee handbook/policies, maintains employee records and reviews, and coordinates PTO and employee benefits.
- Oversees Design Review process, assisted by a Design & Covenants Coordinator.
- Engages with residents when community covenants are not followed via letters, meetings, and if needed, through the Association's fining process.
- Oversees Privacy/Gatehouse department, assisted by a Privacy Coordinator. Engages with third-party Privacy/Gate Guard vendor to ensure Gate access enforcement (gate orders) are met.
- Oversees the Association Administrative areas, to include Reception, access decals, guest passes and resident ID cards. Assisted in this area by Front Desk Supervisor, receptionists (day, evening, weekend).
- Coordinates the community hurricane preparedness and emergency plans.
- Engages with vendors, including insurance, housekeeping, holiday décor and maintenance vendors.
- Monitors projects and compiles timely reports to GM and Board as requested.
- Adheres to all safety policies, reporting any unsafe situations to GM. Coordinates safety inspections and reporting to all government agencies. Coordinates safety equipment and first aid supplies.
- Complies with all policies as described in the PLCA handbook and as listed on the PLCA website.
- Other duties as assigned, based on company needs, by the GM.

CANDIDATE QUALIFICATIONS

- Bachelor's Degree or other advanced degree.
- Active Florida Community Association Manager (CAM) certification or ability to become certified within three months of assuming the position
- Five or more years progressive management experience in HOA or similar setting
- Communications skills (strong written and oral), email account management and website/artwork/photo skills.
- Leadership skills—must be able to motivate a team of fellow leaders while serving as a strong conduit to committees and Board.
- Technical skills—computer proficiency, including knowledge of Microsoft suite systems (Word, Powerpoint, Excel), basic math skills.
- Budgeting, advanced (accrual-based, G.A.A.P.) accounting, and purchasing.
- Ability to solve practical problems and make decisions in a variable, time-sensitive environment.
- Ability to interpret instructions via written, oral, diagram or schedule form.
- Manages multiple, detailed projects according to priority and deadlines.
- Ability to meet U.S. employment eligibility requirements, and all requirements as outlined in the PLCA handbook.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The association offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Steven Backman, General Manager and clearly articulate why you want to be considered for this position at this stage of your career and why PLCA and the Bonita Springs, FL area will be beneficial to you, your family, your career, and the association if selected.

You must apply for this role as soon as possible but no later than Friday, October 2, 2020. Candidate selections will occur mid-October with first Interviews expected by end of October 2020 and second interviews a short time later. The new candidate should assume his/her role in mid-late November 2020.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter, Pelican"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

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