

Homestead at Carrollton  
Job description for HOA Administrator  
Scope of Work

Responsibilities include:

**Vendor Management**

The Administrator shall maintain a file of all Vendor contracts and have an understanding their basic terms. This would include creating and maintaining a spreadsheet which details key information about all vendors (contact info, terms of contract, expiration etc.). This spreadsheet should include such things as the monthly / annual costs, services provided (vs. services that cost extra etc.), termination requirements (30 day advance notice? Early termination cost?) and date for renewal.

This may be redundant to what the Management Company does, but it should not be in place of the Management Company responsibilities.

This log should be used as a tool to identify in advance when contracts expire, so key services can be re-bid in advance of contract expiration (and decisions made if replacement is desired). The Administrator should take pro-active steps to re-bid (or cause the Management Company to re-bid) maturing contracts in advance.

The Management Company is responsible for the following:

- Manage list of approved vendors
- Track vendor insurance certificates
- Collect bids when requested by the Administrator or Board
- Seek Administrator or Board approval for expenditures
- Notify bidders of awards

The Administrator is responsible for working with the Management Company to ensure these tasks are adequately performed.

The Administrator is responsible for:

- Ensure vendor performance/completion
- Sign off on completion prior to payment by Accounting

### Community Coordination

Take phone calls (on a dedicated cell phone to be provided by the HOA Board) & e-mails from residents and route problems for resolution.

Maintain a "Task Log" – anything that requires action should be logged by the Administrator. This log would include an indication of who was contacted to take action (typically the Management Company but it could involve direct contact with a Vendor; whoever is "doing" something to address an issue). The date the request was made would be logged, and the Administrator should follow up frequently to ensure completion of the task, then log the date the issues was resolved. This log will be used to evaluate the Administrator's work load and also evaluate the responsiveness of our Vendors. The Administrator should have a "Customer Service" mindset and follow up with the Homeowner who requested a task to advise them of the outcome and inquire if they are satisfied.

Regular follow ups with Committees, Vendors and Board to confirm resolution.

Coordinate with Committee chairs to get monthly updates and find out if there are issues for the Board

Committees include:

- Clubhouse
- Landscape
- Crime Watch
- Social
- ACC
- Newsletter
- Web Site management

Work with the ACC Committee and assist as needed to coordinate ACC Requests:

- Act as primary point of contact for requests
- Scan request and forward to ACC Committee
- Track to completion and scan/store approved or rejected applications
- Ensure timely responses – clear-up road jams.
- Follow up on all ACC requests after approval to make sure work is done consistent with approval.

### New Resident Orientation

Send welcome packet to new homeowners with most recent newsletter, contact info for questions, website address, discuss list info and some encouragement to get involved and participate in community activities.

### General Administration

The Management Company creates monthly reports for the Board. The Administrator should review these reports and be prepared to alert Board Members to issues and answer questions about the reports as needed.

Create a Homestead calendar to track regularly occurring items and maintain a log of "Critical Dates" such as insurance renewals, tax filings due, backflow inspections, social events, landscaping issues, pool club house maintenance, etc. Notify the appropriate "doer" in advance of a reoccurring task, and follow up as needed to ensure on-time completion. The Administrator should periodically be in touch with the responsible parties to ensure timely completion of deliverables.

### Board Meeting / Annual Meeting facilitation

The Administrator should take initiative to facilitate and coordinate Monthly Board Meetings.

These tasks include:

Preparing a draft agenda for circulation to all Board Members 1 week in advance of the meeting, then updating the agenda with changes / feedback from individual Board Members. Hard copies of the final agenda should be available for each board member at the meeting.

**Time Keeper:** The Administrator should task the board to conduct business in a timely manner by keeping them on task. An appropriate goal should be to have monthly meetings last no longer than 1 ½ hours (1 hour for the meeting, and ½ hour for the Executive Session).

**Scribe:** The Administrator should take notes and minutes of the meeting. Minutes should consist of documenting the date and individuals present, confirmation that quorum to conduct Board business has been achieved, then documenting any decisions or directions for action by the board (documentation about general discussion is not needed or appropriate – just document decisions made).

The Administrator should be responsible for keeping track of issues that require Board Action and ensuring these issues are brought to the Board for action (including follow-up as needed). This would be done using the "Task Log", ensuring needed issues are included on the agenda

for Board Meetings, and / or direct contact with Board Members as needed to address pressing issues outside the comfort zone or direct area of responsibility of the Administrator.

A Board Member should be able to show up for a meeting, be presented with issues that require decisions, make decisions, then leave. The Administrator would prepare the agenda, take the minutes, and follow up on all directed tasks.

#### Specific Tasks include:

- Create Regular Agenda for Board Meeting highlighting decisions required.
- Attend regular Board Meetings to discuss open issues.
- The Administrator will be required, as part of the engagement, to execute a confidentiality agreement so that they will be able to participate in Executive Sessions and be able to take actions as needed based on confidential information.
- Take minutes of Board decisions, type and submit the minutes to the HOA Secretary for review and draft approval, distribute the draft minutes to the other Board members for final review and approval, make changes as directed, then file final minutes as part of the HOA formal documentation.
- Work with Committee Chairs to ensure their success.
- Work with the City of Carrollton as required for code issues.
- Work with the Management Company and assist as needed with annual Homeowner meetings, including: Assemble Homeowner packets, distribution, collection, and tabulation of proxies, etc.
- Create updated binders for new Board members (kit of key documents, instructions, etc.) and facilitate transition of newly elected Board members.
- Monitor the timely completion by the Management Company of requests for HHA documents when properties are bought or sold

#### Document Management

Create and maintain a digital file room: Create and maintain digital files – with either original files (i.e. word .doc documents or excel .xls files.....) or hard copies that have been scanned into .pdf format.

The digital file room should be maintained somewhere that everyone can access (in read only form) and backed up periodically. This task will involve: 1). setting up the file room, establishing standard files (i.e. HOA Board meeting minutes – in turn filed by year, ACC requests, etc...) 2). Establishing file naming conventions – such as: Document Name\_Detail if any\_Date.xxx (i.e.: HOA Board Minutes\_5 15 10.doc) etc. 3). Sorting through all historical documents (both hard copies and electronic) and uploading them into the appropriate file. 4). Maintaining the file on a go-forward basis.

### Social Committee Functions

Administrator should not have to be involved in doing anything other than passing on directions and communications to volunteers (coordinating activity). If the neighborhood does not have a volunteer for a social event, then we simply do not have the event.

### Specific tasks

**Community Standards:** Understand CCR's and Pattern Book requirements (to be equipped to advise about such issues as needed). As time allows, drive or walk the neighborhood periodically looking for violations (this is in addition to the management Company's requirement to do this). Note violations and advise Management Company to take action, including initiation of fining (Management Company will send homeowner notices). Monitor the status of violations and track to ensure they are remedied, or properly escalated. Monitor and ensure the Management Company is following the fining process.

**Volunteer Management :** The Administrator should be tasked with creating and maintaining a spreadsheet that identifies all neighborhood volunteers (and how to contact them). This log should be pro-actively maintained and updated as changes occur. If a particular Volunteer function is unfilled, take proactive actions to communicate the vacancy and solicit to recruit a volunteer.

**Web Management :** The Administrator should work with the Web Management volunteer and be available to serve as a back-up to help maintain the neighborhood web site and keep it fresh and current. Things, like the Volunteer Spreadsheet should be maintained on the Web Site. The site should be updated with events etc.

**Actual vs. Budget :** The Administrator should be tasked with reviewing the monthly financials and reports and make special note of over budget items (or items in danger of going over budget) or other "issues". A review of the most current report and "Actual vs. Budget" status should be included as part of the monthly Board Meeting.

The monthly review should include a review of the General Ledger with the goal of identifying unusual items. Payments to related parties (the Management Company) or individuals in particular should be noted and explained.

The HOA Board will set a \$ amount limit (initially \$1,000) for checks that required review and approval from the Administrator before payment (exceptions should be made if the payment is per the terms of a contract – or something like a utility bill).

Bids / proposals for work : Key idea: the Administrator should be involved in ensuring the Management Company is obtaining appropriate bids on a timely basis. For items costing over a limit to be determine by the Board (initially \$3,000), competitive bids should be obtained and reviewed (minimum of 2 or 3 bids). The Administrator should work with the Management Company to secure bids (Management Company is responsible, the Administrator only needs to stay on top of the Management Company to ensure they do their job timely). We should note that the lowest bid is not always the best bid, but all bids should be reviewed and the best bid selected. Possibly items over a certain level (initially \$5,000) should require Board approval.

ACC Management : As part of Document Management, the Administrator should obtain and file all ACC approvals (by Home address), and ensure the Management Company timely notifies the impacted Homeowner.

#### Tools

The following tools will be developed for use and maintained by the Administrator:

- Dedicated Cell Phone (for Homestead HOA business only – the phone belongs to the HOA).
- Task Log
- Documentation / Files – list of files & naming convections
- Volunteer Management – log
- Invoice Approval Log
- Web Management – instructions / training
- List of Key Deliverables / Critical dates
- Agenda Template : the "standard agenda items" should be determined and documented to facilitate efficient meetings.