



WEST BAY CLUB

Community Association Manager

West Bay Club - Estero, Florida

Nestled in the heart of Estero Bay, near the Gulf of Mexico, West Bay Club is a member-owned gated community and private golf club encompassing nearly 900 acres - 500 of which are dedicated to conservation. The community boasts 790 residences, including estate homes, high-rise condos, and villas, all set amidst lush tropical landscaping and bordering Estero Bay and Gulf of Mexico. West Bay recently underwent a \$40 million renovation of the club amenities and golf course.

Located in the picturesque surroundings of West Bay's community the Bay House facility includes a resort-style pool, state-of-the-art fitness center, spa, culinary academy, card and meeting rooms, and the Aqua Café offering both indoor and outdoor dining. West Bay's tennis facility offers center court viewing on all eight Har-Tru courts. Additionally, the Sports Park offers six pickleball courts, two bocce courts, and a dog park. Residents also enjoy kayaking, canoeing, boating, and fishing all from the West Bay River Park's on-premises dock, featuring a private boat launch and boat storage.

A unique feature of the community is West Bay's private Beach Club, which underwent a complete reconstruction, completed in March 2024. Residents enjoy direct access to their beachfront club along the Gulf of Mexico, complete with a full-service restaurant, valet service, and dedicated beach attendants providing beach service.

Within the community, the West Bay Golf Club is anchored around its 18-hole championship golf course. Designed by esteemed golf course architects Pete and PB Dye, renovated by Fry-Straka, golf enthusiasts seek out West Bay to experience its unique and challenging design. The Golf Club is home to multiple dining venues that range from casual dining including the Niblick Grille and Signature Bar, to fine dining at the Golf House. The club offers a maximum of 300 golf memberships, 150 social memberships, and currently has a wait list. While the club remains open year-round, the peak of member activity is from November through April.

About The Position

West Bay's Community Association Manager oversees all aspects of the HOA operations including relationships between the Community and its residents and guests. They are responsible for the administration, operation and, management of all community facilities, programs and amenities. In addition, the CAM works directly with Community Board of Directors and vendors to provide the unparalleled service and accountability.

As a department head, the Community Association Manager leads a staff of one to two individuals while reporting to West Bay's General Manager/COO and serves as the staff liaison for the Architectural Review Committee.

Job Responsibilities

- Supervises hiring and management of direct employees, supervises selection and management of outside vendor staffing to assure personnel capable of meeting the community's goals and high standards in a hospitable, sensitive, and courteous manner.
- Schedules and/or reviews staff assignments to assure adequate coverage while being conscious of working within the approved budget.
- Conducts frequent meetings with direct reports, aimed at communicating overall goals and ensuring that the resident experience provided is of the quality desired.
- Plans, directs, and oversees implementation of comprehensive systems for protection of the community assets and records of the Association in a professional manner.
- Inspects community and facilities to determine maintenance and security needs.
- Directs inspection of premises to detect hazards and to ensure that safety rules are posted and enforced.
- Promptly investigates and makes a full written report of all accidents or claims for property damage and personal injury relating to the ownership and maintenance of the common elements and operation of the Association, including damage or destruction to common elements.
- Prepares posting of the agenda for meetings of the Association and committee meetings and supervises file and record management.
- Ensures compliance with all Association rules, bylaws, and governing documents in all dealings of the department and the Board of Directors.
- Coordinates and attends monthly meetings of the Board of Directors, along with any Annual or Special Meetings.
- Assists in preparation of monthly financial reports and reviews same for accuracy and variance trends.
- Provides a monthly management report to the GM/COO and the Board of Directors with an update on main events/happenings, financial review of variances and recommendations, as appropriate, to enhance the community and to further enhance the residents' experience.
- Provides a weekly report to the General Manager briefly summarizing the week's major events.
- Provides a prioritized Action List to focus on all projects/duties within the community and the assigned task holder.
- Maintains a professional relationship with the GM/COO, Board of Directors and homeowners, whose requests for services shall be received and recorded so that requests can be acted upon expeditiously. Any serious complaint shall be fully and promptly investigated and reported to the GM/COO and to the Board of Directors.
- Prepares operational procedures for activities such as fire prevention, firefighting, traffic control and parking control.
- Prepares the Annual Budget to share with GM/COO and coordinates Board Meetings.
- Responsible for maintaining organization and secure keeping of blueprints, maps, plats, etc.
- Must be able to perform violation inspections as needed.
- Monitors compliance with Rules and Regulations and shall implement procedures for handling violations. Drafts and signs correspondence and required notices in connection with homeowners who are in violation of the Declaration and Rules and Regulations. Maintains

accurate records to follow up on rule violations. Acts as liaison with counsel if legal action is required.

- Solicits bids for maintenance, construction and other community projects, and participates in selection of contractors and vendors for furnishing of landscape maintenance, janitorial and maintenance services, water, electricity, cable, gas, telephone, pool maintenance, exterminator service, repairs or reconstruction of structural improvements, preventive maintenance, and such other services deemed to be in the best interests of the Association and necessary in order to administer the Association in a first-class manner in accordance with the Declaration.
- Supervises and monitors contractors rendering services to the Association.
- Inspects the repair and maintenance of equipment and building components and reviews invoices to confirm work completion and contract compliance.
- Reviews and approves payroll for all direct employees and reviews and codes vendor invoices before payment.
- Tracks all architectural change requests by homeowners and inspects for compliance upon completion.
- Responsible for hurricane preparation and implementation of preparedness protocol as approved.
- Responsible for ensuring that website content is up to date and relevant.
- Ensures that team members follow all safety precautions and procedures while performing duties.

Education/Experience

- Two to three years of CAM or related business experience highly preferred.
- Outstanding customer service, leadership, communication, and interpersonal skills required.
- Effective written and verbal communication skills are a must.
- Capacity to work in a complex reporting environment with the demonstrated ability to work within a large and diverse team.

Certificates/Licenses

- Active CAM License
- Associate degree or equivalent combination of education and experience.

West Bay Club offers an attractive and competitive compensation and benefits package to include:

- Competitive base salary and performance bonus
- Medical, Dental, and Life Insurance coverage
- 401k plan with generous match
- Employee golf privileges and merchandise discounts
- Meals and other employee incentives
- Professional development allowance
- Uniform allowance
- Paid time off

How to Apply

Please send your resume and cover letter to Ashley Darling, Human Resources, at adarling@troon.com.