

OAKMONT GOVERNANCE

The Oakmont Village Association Board of Directors

Authority of the Board Article V of the *Oakmont Village Association By Laws* (page 12] defines the Authority [Powers and Duties] of the Board of Directors.

The Directors of the Board elect officers to perform certain duties regarding the day to day operations of the Association. These duties are identified in the By-Laws and Davis Sterling:

Annual Elections: The Oakmont Village Association elects seven members of its community to serve on its Board of Directors. Following the Members' Annual Meeting held on the first Monday of April each year, the completion of the Annual Election takes place the next day (Tuesday) at which time ballots are counted and the results of the election are announced. On that same Tuesday, the newly constituted Board holds its Organizational Meeting at which the Officer's positions are filled by the new Board Members voting among themselves. As with all Board Meetings, except Executive Sessions, the Board's Organizational Meeting is open to the entire Oakmont Village Association Membership. Directors are elected to serve for a term of two years. Directors can be reelected to serve a second term of two years. To provide for continuity Elections are held annually. Three Directors are elected one year, and four Directors are elected the following year. In the event a Director resigns from the Board before his or her two year term as Director is completed, the Board will appoint an Oakmont Village Association Member in good standing to fill the vacancy until the next Annual Election. If there is a year remaining on that Director's position, the Members will elect a candidate to fill the remaining year of the two year term.

TREASURER

OVA By-Laws 6.8

The Treasurer shall keep and maintain adequate and current books and accounts reflecting in detail all income and expenditures of the Association, its assets and liabilities and generally the condition of its financial affairs. All records and books of account shall, at all times, be available and open for inspection by any director.;

OVA By-Laws 6.8.1

The Treasurer shall deposit all monies and/or valuables in the name of and to the credit of the Association in such depositories as may be designated by the Board of Directors and shall disburse the funds of the Association as may be ordered by the Board of Directors. The Treasurer shall render to the President and Directors, whenever they request it, an account of

all transactions of the Treasurer and shall have such other powers and duties as may be prescribed by the Board of Directors or the By Laws.

Duties of the Treasurer

Treasurers do not have [unlimited authority](#) over the association's monies. Unless the governing documents provide otherwise, a treasurer's duties are as follows:

- oversee the association's [operating account](#) and [reserve account](#),
- keep and maintaining the association's financial documents,
- oversee the deposits,
- oversee [investments](#),
- ensure that bills are paid,
- oversee the preparation of the [budget](#),
- ensure that a report of financial transactions are made to the board,
- ensure that a [reserve study](#) is prepared,
- serve as the board's liaison with the association's [auditor](#),
- review and implement safeguards to protect the association's financial assets,
- ensure that [tax returns](#) are filed on time, and
- sign [bank cards](#) and co-sign checks with the [president](#) or [secretary](#).

The treasurer can delegate many of his/her duties to the manager, management company, or an assistant, but must oversee the work.

SECRETARY

OVA By Laws 6.7

The Secretary shall keep and maintain written minutes of all meetings of the Board of Directors. The secretary shall also keep and maintain written minutes of the annual meeting and such other meetings of members called for voting purposes.

OVA By Laws 6.71

The Secretary shall give notice of all meetings of the members and of the Board of Directors as required by the By Laws to be given and, in the absence of the President and Vice President, shall call such meetings to order to elect a Director to serve as acting president for the purpose of conducting the meeting.

OVA By Laws 6.72

The Secretary shall keep and maintain a membership register setting forth the names of all members, their addresses and the property to which each membership relates. The Secretary shall keep and maintain safe custody of the official seal of the corporation and, in addition thereto, shall have such other powers and duties as may be prescribed by the Board of Directors or the By Laws.

Duties of the Secretary

Unless the governing documents provide otherwise, a secretary's duties are as follows:

- oversee giving notice of board and membership meetings
- ensure that [minutes of meetings](#) are taken and approved (can use [assistant](#))
- [sign](#) a copy of the final, approved minutes
- oversee the preparation of the [membership list](#)
- file appropriate documents with the Secretary of State
- as custodian of records, ensure that the association's records are maintained
- frequently co-signs checks with the [president](#) or [treasurer](#)

Delegate. The secretary may delegate many of his/her duties to the manager, management company, or an [assistant](#), but must oversee the work.

VICE PRESIDENT OVA By-Laws 6.6

The Vice President shall perform such duties as may be assigned by the President and, in the absence or disability of the President, shall perform all the duties of the President in addition to such other powers and duties as may be prescribed by the Board of Directors or the By-Laws.

PRESIDENT OVA By Laws 6.5

The President shall be the chief executive officer of the Association and shall, subject to the control of the Board of Directors, have general supervision, direction and control of the business of the Association. He shall preside at all meetings of the members and at all meetings of the Board of Directors. He shall be ex officio a member of all committees appointed by the Board of Directors pursuant to the By Laws except the Nominating Committee and shall have the general powers and duties of management usually vested in the office of the President of a California non-profit mutual benefit corporation in addition to such other powers and duties as may be prescribed by the Board of Directors or the By Laws.

Duties of the President

The president is elected by the board and serves at the pleasure of the board. [Corp. Code §7213](#) Unless provided otherwise in the bylaws, a president's duties generally include:

- presiding over board and membership meetings,
- serving as liaison between management and the board,
- serving as liaison between the association's attorney and the board,
- serving as general manager and overseeing day-to-day matters, such as meeting with vendors, soliciting bids, etc. (unless a manager has been hired to handle those duties),
- co-signing checks with the [treasurer](#) or [secretary](#), and/or other board members
- serving as an [ex officio](#) member of committees.

The president [cannot veto](#) board decisions.

OVA By Laws 10.1

The Rules set forth in Roberts Rules of Order (Revised) shall govern all meetings of the membership, the Board of Directors and all Standing and ad hoc committees except where such Rules of Order may be in conflict with these By Laws or the Law of the State of California.

MANAGEMENT:

The Board of Directors hires and directs the Association Manager.

The Association Manager hires, directs, and supervises the Oakmont Village Association's Administrative Staff and Facilities Maintenance Staff.

OAKMONT VILLAGE ASSOCIATION MANAGER

Management Services. Management services means an act performed or offered in an advisory capacity that includes the following:

1. Administering or supervising the financial or common area assets of a community association at the direction of the board. [Civil Code §1363.2](#).
2. Implementing resolutions and directives of the Board of Directors.
3. Implementing provisions of governing documents, which govern the operation of the association.
4. Administering contracts, including insurance contracts, vendors, contractors, and other third-party providers of goods and services. [Bus. & Prof. §11500\(d\)](#)

Job Descriptions of Oakmont Village Manager

1-A Administrative

1-A-1 OVA ASSOCIATION MANAGER

E/N: Exempt

Reports To: OVA Board of Directors

General Description: The Association Manager shall be the principal agent of the Board for all administrative matters (exclusive of those assigned to the President, Secretary, and Treasurer) and have under his or her supervision all other employees of the OVA and subcontractors providing services to the OVA. The Association Manager serves at the pleasure of the Board and shall accept such responsibility, direction and assignments as the Board may from time to time designate. Encompassed in the scope of management, maintenance and operation of the community facilities are the following specific tasks, duties and standards.

Specific Tasks/Duties/Standards:

1. Responsible for Maintenance of buildings, grounds, furnishings and equipment, cleaning and care of same.
2. Preparation of annual budget in conjunction with the Board Finance Committee.
3. Assist and advise Board regarding compliance with all applicable laws affecting association business.
4. Assist the Architectural Committee of the OVA in enforcement of the Protective Restrictions.
5. Enforcement of Rules and Regulations for use and operation of community facilities as adopted by the Board.
6. Attend OVA Board meetings and prepare monthly written reports on Association business and activities for submission to the Board.
7. Systematic purchase of supplies as budgeted and inventory control thereof.
8. Purchase equipment as directed by the Board.
9. Approve all invoices prior to payment; responsible for control of annual budgeted expenditures.
10. Organize recreation programs.
11. Plan and organize special events, tours and trips for the membership's enjoyment.
12. Maintain a master planning calendar and coordinate the scheduling of various activities.
13. Assist in preparation of newsletters and editing same.

14. Take minutes of monthly Board meetings and transcribe same. Draft for approval to be submitted to Board within two weeks of previous meeting. **(Note: By action of the 2011 Board of Directors at its July Business Meeting this task has been shifted from the Executive Assistant to the Association Manager with back-up to be provided by the Executive Assistant.)**
15. Maintain regular schedule of Orientation meetings to apprise new members of facilities and activities of the OVA.
16. Maintain, develop and supervise a staff to assist in the accomplishment of above activities.
17. Skills, Abilities, and Knowledge also should include demonstrable knowledge of applicable City, County, State and Federal Codes, in particular the Davis Sterling Act sections of the California Civil Code, and applicable State and Federal Corporations Codes.
18. Advise Board of Directors on matters under consideration, alert Board of Directors to matters requiring its attention.
19. Interface with Legal Counsel to the Association.
20. Hire, dismiss, train, and supervise all OVA personnel.

Amount of Interface Involved: Extensive public contact; tact and patience required; positive, professional attitude required.

Amount of Supervision Provided: As needed for the smooth operation of the Activities Office and to accomplish the goals of the Board of Directors.

Current certification as either CCAM (Certified Community Association Manager) through California Association of Community Managers or PCAM (Professional Community Association Manager) through the Community Association Institute.

Experience Required:

Prior management experience as an on-site manager of a community association or with a property management company.

Knowledge/Skills/Abilities Required:

1. Fluency in English language required.
2. Excellent managerial skills; capacity to oversee and supervise employees with understanding and a minimum of friction; remain calm under pressure.
3. Ability to work cooperatively with Board of Directors and multiple committees.
4. Ability to handle and organize multiple tasks.

5. Knowledge associated with management of planned communities as taught by the California Association of Community Managers and the Community Association Institute.
6. Familiarity with all applicable local, county, state and Federal laws, codes, and regulations.

Equipment Knowledge Required:

Familiarity with personal computers and software programs for word-processing and financial management. Basic knowledge of HV AC and pool equipment preferred.

Physical Demands of the Job:

Must be able to drive vehicle, go up and down stairs, and navigate office environment and environment of all recreational facilities.

Safety Requirements/knowledge of the job:

The OVA maintains an on-going Injury and Illness Prevention Program. It is each employee's duty to familiarize him/her with the manual provided and all safety precautions contained therein.

Other Duties as assigned by the Board of Directors:

1-B Facilities Maintenance

1-B-1 FACILITIES MAINTENANCE MANAGER

Reports To: Association Manager
Exempt

E/N:

Function: Responsible for planning and supervising maintenance, repairs, cleaning and replacement of OVA facilities and equipment, including landscaping, subject to budgetary constraints and/or approval of Association Manager. Identifies problems and causes and recommends solutions. Supervises custodial / maintenance staff. Performs general repairs to extent of knowledge and time available and contracts for or delegates the rest. Supervises outside contractors including landscape maintenance contractor. Responsible for set-ups for meetings and activities as directed by OVA Office. Participates in the design of new facilities. Works under direction of and in cooperation with the Association Manager.

Specific Tasks/ Duties/Standards: Assists Association Manager, to extent requested, in major construction and maintenance projects and on-going maintenance, including landscape maintenance.

Attends Landscape Improvement Meetings and Facilities Improvement Meetings and other meetings as requested by OVA Manager or Board of Directors.

1. Recommend and implement proactive, preventive maintenance programs and corrective repairs, in consultation with Association Manager.
2. Tour all OVA Common Areas to inspect facilities, including landscape and hardscape on a regular basis to:
 - Determine any maintenance problems and to monitor performance of staff and maintenance contractors during corrective actions.
 - Ensure proper functioning of well at East Recreation Facility
 - Observe, report, and facilitate correction of any safety hazards or potential hazards to persons or property.
3. Perform, delegate, or contract, all minor maintenance repairs as needed.
4. Perform or oversee cleaning and maintenance of all OVA facilities, including recreation centers, swimming pools and spas. Must be capable of performing all tasks assigned to department staff; expected to assist when needed.
5. Supervise and direct department personnel (normally six persons), including
 - Establish all routine work schedules;
 - Assign daily tasks;

- Conduct initial interviews, hire and terminate all Facilities Maintenance department employees with approval of Association Manager; conduct employee performance reviews;
 - Train, upgrade skill levels, and counsel Facilities Maintenance department employees;
 - Provide a personnel forecast once a year based on operational experience and projections of activities;
 - Recommend investments in tools, etc., or procedural changes to improve productivity of department.
6. Maintain appropriate logs and effectively report to the Association Manager the status of all significant projects [at least monthly], and status of minor maintenance jobs requested through OVA Office or self-initiated [weekly].
 7. Maintain up-to-date inventory of parts, chemicals, and supplies. Dispose of obsolete items safely and promptly. [Follow all codes and guidelines for disposal of hazardous waste materials, such as paint, cleaning solutions, etc.]. Maintain safe and orderly work areas and storage places.
 8. Assist Association Manager with maintenance of OVA's Injury and Illness Prevention Program (IIPP).
 9. Design and conduct 'tailgate' or 'toolbox' safety sessions with all Facilities Maintenance personnel; maintain written logs for same [monthly at minimum; more frequently as needed].
 10. Attend monthly Facilities Improvement Committee Meetings and all Landscape Improvement Committee Meetings. Attend other Committee and Board Meetings as may be requested by the Association Manager
 11. Attend weekly site inspections with Landscape Maintenance Service Provider(s)
 12. Draft and Provide to Association Manager Spreadsheet Analysis of Proposed Project Bids
 13. Provide Association with monthly written Status Reports on Facilities Maintenance General Activity, Activity Projections, and any Major Projects which may be commencing or underway
 14. Meet with all contractors and service providers [for established service contracts as well as for major projects] for all OVA sponsored or contracted work
 15. Order parts, service work, etc. as needed with agreed to scope; confer with Association Manager prior to initial purchases.
 16. Coordinate with Association Manager in the development of competitive bid lists, specifications, scopes of work, etc. Participate in all bid walks, reviews of work in progress, and coordinate with the respective Committee Chairs, as applicable.
 17. Review and approve all Facilities Maintenance Time Cards, Vacation Time requests and submit to OVA office in timely manner per the OVA Payroll schedule.

Amount of Interface Involved: Extensive public contact; tact and patience required; positive, professional attitude required.

Amount of Supervision Received: Minimal.

Amount of Supervision Provided: As needed for smooth, efficient operation of the Maintenance Department. Refer to Item #6 under “Specific Tasks/Duties/Standards” above.

Education/Training Required: HS diploma or equivalent required; AA or BS preferred. Valid California driver’s required. Training in pool maintenance, basic carpentry, electrical and plumbing repairs preferred; contractor’s license preferred.

Experience Required: Five years previous successful maintenance experience required; three years previous successful supervisory experience required. Several years working in community-association setting preferred; several years of facilities maintenance engineer/manager experience preferred.

Knowledge/Skills/Abilities Required: Fluency in English language required;

1. Excellent managerial skills, capacity to oversee projects and supervise subordinates with understanding; remains calm under pressure;
2. Ability to work cooperatively with and take direction from Association Manager;
3. Ability to work within spending authority and budgetary restraints;
4. Skilled in general building maintenance and custodial practices;
5. Knowledge of pool and spa maintenance preferred;
6. Ability to work independently;
7. Ability to identify problems and causes and to recommend solutions;
8. Computer literacy preferred – MS Word and Excel.

Equipment Knowledge Required: Knowledge of maintenance/custodial tools and equipment required. Knowledge of commercial pool equipment (pumps, filters, heaters, etc.) preferred. Knowledge of major building equipment (HVAC, etc.) preferred. Knowledge of kitchen appliances preferred. Knowledge of landscape maintenance practices preferred.

Physical Demand of the Job: Able to lift up to 50 pounds, load and unload, set up, break down and store folding tables and chairs. Must be able to bend and stoop to operate equipment for maintenance of pools, spas, buildings and building components. [Pre-employment physical required.]

Safety Requirements/Knowledge of the Job: The OVA maintains an on-going Injury and Illness Prevention Program (IIPP). Facilities Maintenance Manager will familiarize himself/herself with the manual provided, and all safety precautions contained therein.

1. Familiarization with life safety systems (fire extinguishers, alarms, etc.) in the buildings is required.
2. Familiarization with various major components of the building systems is required.

1-A-2 EXECUTIVE ASSISTANT TO THE OVA MANAGER

[GENERAL OFFICE MANAGER]

Reports To: OVA Association Manager

E/N: Non-Exempt

General Duties:

- Telephone Reception and Counter Customer Service Back-Up
- Assist Association Manager in Preparation of critical documents such as the Accounts Payables coding,, Payroll, Annual Elections Materials
- Telephone Directory
- Personal Secretary to Association Manager
- Annual Meeting & Budget Mailing Preparation
- General Office Materials: Maintenance and Coordination
- Recording Secretary for OVA Board
- Community Entertainment

Specific Tasks and Procedures

1. Telephone Reception and Counter Customer Service Back-Up
 - Assist receptionist in telephone reception and counter service. Per Procedures for Reception & Front Desk Staff Person.
 - Assist with all travel or event sign-ups and collection of moneys in conjunction with the same. Per Procedures for Reception & Front Desk Staff Person.
2. Assist in Preparation of Oakmont News. (Note: While this task traditionally has been assigned to the Manager's Executive Assistant, in mid-2010 it was shifted to the responsibility of the Administrative Assistant (Reception & IT) staff position which was created at that time.)
3. Oakmont Telephone Directory (Note: While this task may have been the one adopted by the Board or Personnel Committee for the Manager's Executive Assistant in the past, for some years prior to June 2010, this entire task has been handled by the Administrative Assistant/Part Time Position [currently staffed by Deanna Mattos])
4. Personal Secretary to Association Manager
 - Perform all secretarial duties and special projects as directed by the Association Manager or Board of Directors.
 - Organize, prepare and coordinate materials for Annual Meeting and annual Budget mailings. See #5 below.
5. Annual Meeting and Budget Mailing Preparation
 - Consult with Association Manager regarding all materials to be included with the mailings.
 - Annual Meeting materials to printer by end of first week of March. Materials mailed out by March 15.

- Budget mailing materials to printer by end of first week of November. Materials mailed out by November 30.
 - Recruit volunteer mailing committees: Contact previous chairman of mailing committees to recruit helpers. Contact by 9/15 for budget mailing on 11/15 and by 1/15 for Annual meeting mailing on 3/15.
 - Reserve rooms for mailing on 11/15 and 3/15. Reserve Berger Center for first Monday in April (annual meeting). Coordinate with Oakmont Accounting Services for mailing machine and sufficient postage.
6. General Office Materials: Maintenance and Coordination
- Update and maintain all Board minutes and binders, including Board Handbook and office Policy and Procedures manuals. Work with Association Manager to complete annual update of Board Handbook by April 1st.
 - Schedule and prepare for quarterly Newcomer's Day meetings and prepare Agenda for same. Advise all participants and confirm their attendance.
 - Track and invoice organizations for photocopies annually or other services as needed.
 - Keep New Resident packages assembled and stocked.
 - Obtain annual financial statements from OVA clubs and maintain club financial files.
 - Maintain all office files in good condition. Prepare new files annually for invoices and store archived files.
 - Order office supplies as needed. Track annual office supply budget and maintain boundaries.
 - Prepare invoices for semi-monthly payment and maintain petty cash account.
7. Recording Secretary for OVA Board
- Prepare Agendas for Board workshop and monthly Board meeting as directed by the Association Manager.
 - Take minutes of monthly Board meetings and transcribe same. Draft for approval to be submitted to Board within two weeks of previous meeting. (Note: By action of the 2011 Board of Directors at its July Business Meeting this task has been shifted to the Association Manager with back to be provided by the Executive Assistant)
 - Keep resident book of minutes current.
8. Community Entertainment
- Consult with Association Manager for direction regarding annual Ice Cream Social and Oktoberfest. Ice Cream Social normally held the last Sunday in June, Oktoberfest held the last Sunday of October.
 - Consult with Association Manager regarding scheduling other events such as Bob Lucas jazz concerts, Tex Wyndam Dixieland band, Music Exchange organ concerts, etc.
 - Consult previous years' files for specific information.

ADMINISTRATIVE ASSISTANT

ADDENDUM

[The following were added by the OVA Board and Personnel Committee between 2007 and 2009]

General Duties

- Publicity and Public Relations toward potential residents
- Assist in payroll and human resource administration
- Fill in for Association Manager when absent

Specific Tasks and Procedures

1. Publicity and Public Relations

- Answer inquiries from potential residents
- Distribute materials, update as needed
- Assist in development and updating of web page
- Suggest improvements

2. Payroll and Human Resource Administration

- Prepare payroll weekly (submittals to ADP)
- Assist in other human resource matters

3. Fill in for Association Manager if absent

- Make decisions within existing policies
- Refer important matters to Board of Directors

-A-6 ADMINISTRATIVE ASSISTANT –ARCHITECTURAL COMMITTEE & RECEPTIONIST
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Reports To: Association Manager

E/N: Non-Exempt

Primary: Maintain a specialty desk for the purpose of handling all matters under the control of the OVA Architectural Committee. The Architectural Office Administrator works under the administrative supervision of the OVA Manager, with job duties and assignments determined by the Architectural Committee Chairperson.

Secondary: Back-up Reception duties: Telephone and Front Counter.

Specific Tasks / Duties / Standards

1. Develop a thorough knowledge and understanding of the Architectural Committee Guidelines and Standards, as well as the architectural provisions of the CC&Rs.
2. Maintain a copy of each subdivision's CC&Rs and subdivision map.
3. Answer all inquiries made by property owners, residents and others pertaining to Applications and Complaints. Handle routine correspondence (not requiring Committee decision) and all clerical duties.
4. Maintain application forms for changes and additions to properties. Maintain complaint forms.
5. Maintain a filing system of each address in Oakmont, by subdivision and lot, to include all applications, complaints and other relevant material. Include a current listing of all Oakmont property owners, by address.
6. Maintain a daily list of applications and complaints, with tickler file.
7. Approve application items as specified in the Review Levels of the Architectural Committee Guidelines. Distribute other items to Committee members for action.
8. Distribute copies of approved applications to appropriate parties (i.e. homeowner, contractor, City of Santa Rosa, Board of Governors).
9. Initiate follow-up of complaints received. Distribute to Committee members for resolution.
10. Initiate appropriate procedures for violations, as directed in writing by the Committee.
11. Attend Architectural Committee meetings and other meetings as required. Perform clerical preparation and distribution of minutes, agendas, staff reports and other pertinent information to Committee members. Maintain a permanent record of minutes of Committee meetings.
12. Be able to take responsibility, provide educational assistance to Oakmont residents in matters under control of the Architectural Committee, make decisions independently within the authority defined for the position, and meet deadlines.

Amount of Interface Involved

High degree of public contact. Patience and tact required. Positive, professional attitude required.

Amount of Supervision Received

Minimal. Must be self-motivated, able to work alone. Guidance in execution of duties is provided by the Committee Chairperson. Personnel administration is provided by the OVA Manager.

Education/Training Required

High school diploma or equivalent. Additional education preferred.

Experience Required

Five years prior clerical and/or secretarial experience.

Knowledge/Skills/Abilities Required

1. Fluency in the English language.
2. Excellent organizational and clerical skills, including a high level of accuracy and proven ability to attend to detail.
3. Excellent telephone and interpersonal skills; amiability and some conflict resolution skills.
4. Familiarity with Microsoft Word and standard office machinery.
5. Helpful and preferred are familiarity with homeowners associations and CC&Rs, architectural, construction and landscaping practices and ability to read blueprints.

Physical Demands

California Driver license, with record acceptable by OVA's insurance company, unimpaired sight, ability to navigate stairs and uneven terrain, and to bend and reach.

1-A-6 ADMINISTRATIVE ASSISTANT –ARCHITECTURAL COMMITTEE & RECEPTIONIST

Reports To: Association Manager

E/N: Non-Exempt

Primary: Maintain a specialty desk for the purpose of handling all matters under the control of the OVA Architectural Committee. The Architectural Office Administrator works under the administrative supervision of the OVA Manager, with job duties and assignments determined by the Architectural Committee Chairperson.

Secondary: Back-up Reception duties: Telephone and Front Counter.

Specific Tasks / Duties / Standards

13. Develop a thorough knowledge and understanding of the Architectural Committee Guidelines and Standards, as well as the architectural provisions of the CC&Rs.
14. Maintain a copy of each subdivision's CC&Rs and subdivision map.
15. Answer all inquiries made by property owners, residents and others pertaining to Applications and Complaints. Handle routine correspondence (not requiring Committee decision) and all clerical duties.
16. Maintain application forms for changes and additions to properties. Maintain complaint forms.
17. Maintain a filing system of each address in Oakmont, by subdivision and lot, to include all applications, complaints and other relevant material. Include a current listing of all Oakmont property owners, by address.
18. Maintain a daily list of applications and complaints, with tickler file.
19. Approve application items as specified in the Review Levels of the Architectural Committee Guidelines. Distribute other items to Committee members for action.
20. Distribute copies of approved applications to appropriate parties (i.e. homeowner, contractor, City of Santa Rosa, Board of Governors).

21. Initiate follow-up of complaints received. Distribute to Committee members for resolution.
22. Initiate appropriate procedures for violations, as directed in writing by the Committee.
23. Attend Architectural Committee meetings and other meetings as required. Perform clerical preparation and distribution of minutes, agendas, staff reports and other pertinent information to Committee members. Maintain a permanent record of minutes of Committee meetings.
24. Be able to take responsibility, provide educational assistance to Oakmont residents in matters under control of the Architectural Committee, make decisions independently within the authority defined for the position, and meet deadlines.

Amount of Interface Involved

High degree of public contact. Patience and tact required. Positive, professional attitude required.

Amount of Supervision Received

Minimal. Must be self-motivated, able to work alone. Guidance in execution of duties is provided by the Committee Chairperson. Personnel administration is provided by the OVA Manager.

Education/Training Required

High school diploma or equivalent. Additional education preferred.

Experience Required

Five years prior clerical and/or secretarial experience.

Knowledge/Skills/Abilities Required

6. Fluency in the English language.
7. Excellent organizational and clerical skills, including a high level of accuracy and proven ability to attend to detail.
8. Excellent telephone and interpersonal skills; amiability and some conflict resolution skills.
9. Familiarity with Microsoft Word and standard office machinery.
10. Helpful and preferred are familiarity with homeowners associations and CC&Rs, architectural, construction and landscaping practices and ability to read blueprints.

Physical Demands

California Driver license, with record acceptable by OVA's insurance company, unimpaired sight, ability to navigate stairs and uneven terrain, and to bend and reach.

1-A-5 ADMINISTRATIVE ASSISTANT – RECEPTIONIST/FRONT DESK & OAKMONT NEWS, WEBSITE & IT
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Reports To: Association Manager

E/N: Non-Exempt

Primary:

- Answer telephone and serve Front Counter – as the first (P.M.) respondent to these needs
- Assist with production and provision of member and guest access control cards.
- Cross train to assist Event Desk Staff.
- Cross train to assist with Confidential Survey Desk.

Assist in Preparation of Oakmont News Note: While this task traditionally has been assigned to the Manager's Executive Assistant, in mid-2010 it was shifted to become the responsibility of the Administrative Assistant (Reception & IT) staff position which was created at that time.)

- Screen all articles for compliance with OVA policy.
- Work with Communications Committee Chairperson in screening articles, typing Board highlights and any other tasks associated with News publication.
- Compose and type articles as needed for clubs and organizations.
- Act as coordinator between OVA Office and publisher
- Work with OVA clubs and groups to coordinate timely receipt of articles
- Organize all copy according to agreement with the Oakmont News publisher for pick-up by the publisher.
- Maintain publication deadlines as agreed with publisher. Advertise deadlines in the paper several times a year.
- Attend Communications Committee Meetings as/when requested

Website Responsibilities

- Work with Communications Committee Chairperson and Webmaster to maintain and upgrade the OVA Website.
- Screen submittals for inclusion on website
- Assist Committee Chairs in development of Committee and Club site on OVA Website
- Coordinate with and Assist with ongoing training of OVA Office Staff in use of OVA Website
- Attend all IT-Related Meetings as/when requested

Information Technology

- Coordinate with IT Committee and outside consultants, as appropriate to remain update on computer related hardware and software used in OVA Office.
- Assist OVA Staff with ongoing training on Office Hardware and Software

Other: Spring and Fall Newcomer's Receptions

- Assist Association Manager in coordination of Bi-Annual Newcomers' Reception
- Develop posters and other artwork
- Assist with collection of donated door prizes
- Assist with pre- and post- event correspondence and public announcements

1-A-6 ADMINISTRATIVE ASSISTANT – RECEPTIONIST/FRONT DESK & CLERICAL SUPPORT
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Part-time Position [15 hours/wk]

Reports To: Executive Assistant to Association Manager

E/N: Non-Exempt

Primary:

- Answer telephone and serve Front Counter – as the first (P.M.) respondent to these needs
- Assumes routine clerical tasks in support of Executive Assistant
- Assist with production and provision of member and guest access control cards.
- Cross train to assist Event Desk Staff.
- Cross train to assist with Confidential Survey Desk.
- Cross train to assist with Receptionist Specialist: Events Desk
- Assist with support for Facilities Maintenance Office Clerical/Administrative services needs

Assist in Preparation of major mailings, with annual document and filing updates, new Director's binders, materials for Spring and Fall Newcomer's Receptions.

1-A-4 ADMINISTRATIVE ASSISTANT – RECEPTIONIST/FRONT DESK & CONFIDENTIAL MEMBERSHIP DOCUMENTS

[Part time: 9:00 a.m. – 12:00 p.m. M-F]

Reports To: Association Manager

E/N: Non-Exempt

Primary:

- Answer telephone and serve counter – as the first respondent to these needs
- Assist with production of an provision of member and guest access control cards

Other:

- Keep new resident packets assembled and stocked; coordinate replies to computer and telephone inquiries from potential residents; coordinate tours.
- Maintain all Telephone Directory sheets; interface with OAS for inclusion in data base; edit submittal to publisher.

- Maintain Confidential Survey files; request forms from residents as needed; interface with Financial Management Service Provider.
- Maintain registry of owners from County Assessor's monthly records.
- Assist Association Manager in ensuring Membership compliance with respect to age-related restrictions, number of residents (for tracking Accounts Receivable).

(Note: While this task may have been adopted by the Board or otherwise assigned to the Manager's Executive Assistant at some point in the past, for some years prior to June 2010, this entire task has been handled by the Administrative Assistant/Part Time Position currently staffed by Deanna Mattos)

- Receive and organize all Oakmont telephone directory changes and updates according to agreement with directory publisher.
- Residents can fill out a change order at the OVA Office. New residents get a directory form with their membership cards.
- Keep all change/new orders in an alphabetical file and update computer disk regularly.
- Record all changes and updates to directory on disk provided by publisher.
- Organize all materials, updates and changes for annual publication and transport to the publisher in November each year.
- Put article in Oakmont News for October 1st & 15th advising residents of November deadline for directory changes.

Part-time position, half day/M-F

3 ADMINISTRATIVE ASSISTANT – RECEPTIONIST; EVENT COORDINATOR

Reports To: OVA Manager

E/N: Non-Exempt

General Duties:

- Receptionist
- Counter Customer Service
- Production and Provision of Member and Guest Access Control Cards
- Facility Scheduling and Set ups
- Ticket Sales & Trip Sign-Ups
- Day trip Coordination & Planning
- Concert and Event Selection, Ordering, Coordination and Publicity

- Fee collection and bookkeeping for miscellaneous income, ticket sales and day trips.
- Maintenance Work Orders

Specific Tasks and Procedures

1. Office telephone reception.
2. Customer Assistance at the Counter.
 - Greet and assist residents. Answer questions, hand out literature on facilities.
 - Issue Member and Guest Access Control Cards.
 - Prepare and sell tickets for events and bus trips (see #5 and #6 below).
3. Facility Scheduling and Set ups
 - Schedule all meetings and events in the facility calendar books.
 - Get new calendar books prepared for coming year in October and enter all on-going weekly or monthly events for the year at that time.
 - For all scheduled events, obtain set-up instructions from club, group or individual coordinating the event at least 2 weeks prior to event.
 - For events in the Berger Center, East or West facility give the requester a copy of the Facility Use Information sheet and a room diagram (see Exhibit "A") to be completed and returned to the office.
 - For smaller meetings, fill out "Maintenance Arrangements" form only (Exhibit "B").
 - Complete "Maintenance Arrangements" form for all set-ups, and give to Maintenance Foreman, along with Facility Use Information sheet and completed room diagram two weeks prior to event.
4. Maintenance Work Orders
 - See #3 above. Photocopy and scan all "Maintenance Arrangements" and set-up instructions prior to handing off to the Facilities Maintenance Manager; retain copies digitally and in an Annual Binder. Binder information should be retained for a period of two years before disposing of contents.
 - Get all set-up instructions to Facilities Maintenance Manager two weeks prior to event. Confirm acknowledgment is received from Facilities Maintenance Manager one week prior to event.
5. Ticket Sales & Trip Sign-Ups
 - Advertise events and bus trips in Oakmont News and schedule sign-up dates. Maintain a separate file for each event.
 - Prepare and sell tickets on the date of the sign-up and continue ticket sales until bus is filled. Enter all names and telephone numbers on "Seating Chart." After bus is full, continue to take names and telephone numbers for a "Wait List" in case scheduled travelers cancel. Remain familiar with OVA's cancellation policy.
 - Collect money and maintain daily ledger of funds received for each trip or event; deposit funds weekly; process payments for vendors and refunds for residents.
 - Produce monthly Profit & Loss statement for transfer to accounting office.
 - Prepare annual statement for trips and events, recording event by month and number of residents participating in same.
6. Day Trip Coordination & Planning

- Plan and organize day trips with the assistance of qualified escorts and bus vendors (e.g. Ideal Tours). Consult historical data for calendar of prior events. Maintain a separate file for each trip.
 - Coordinate with bus vendor, escort and/or ticket agency to obtain all event costs: cost of bus, entry fees, meals, etc. Include the appropriate OVA trip add-on. (See schedule of fees attached.)
 - Coordinate with bus vendor, escort and/or ticket agency to see when deposits must be received by them.
 - Advertise the event in the Oakmont News, scheduling sign-up time and date.
 - See #5 above for ticket sale and sign-up procedures.
7. Fee Collection and Bookkeeping
- See instructions under #5 above.
 - Collect fees for private parties and OGC events and record on daily ledger. Facility use fee schedule: Berger Center = \$125; East Facility = \$100; West Facility = \$75.
 - Invoice the OGC office on the first of every month for the prior month's facility rental charges.
 - Handle locker rentals, tennis court key sales, gas shut-off wrench sales and miscellaneous income, recording same on daily ledger and depositing funds according to proper general ledger account number. Maintain locker rental box in neat order.
8. Miscellaneous Duties
- Prepare ads for bulletin board (type each ad), post daily, cull old ads after 30 days and maintain board in current and neat fashion.
 - Maintain OVA Office Contact List in current condition.
 - Maintain office key box in current and tidy condition.
 - Prepare monthly calendar for Oakmont News; prepare other articles as needed for the Oakmont News.
 - Work with Administrative Assistant to keep all resident handouts on clubs, facility use information, community maps, facility diagrams, etc. stocked and in good condition.

Oakmont Village Association

Job Description

Job Title: Lead Man
FSLA Status: Non –Exempt
Department: Facilities

Reports to: Facilities Manager
Approved Date:

JOB SUMMARY

The Lead Man is responsible for all duties associated with the cleaning and maintenance of the OVA facilities, pools and spas; perform general repairs, and meeting set up as directed by the Facilities Manager. Perform functions of Facilities Manager, in his/her absence as required.

1.0 ESSENTIAL DUTIES AND RESPONSIBILITIES. The Lead Man will perform, or cause to be performed, the following. Other duties may be assigned.

1.1 STAFF SUPERVISION AND SUPPORT 30 %

Provide field supervision and support to facilities employees as assigned by Facilities Manager.

Establish work schedules and assign tasks. Closely monitor performance and adherence with OVA policies and procedures

Motivate staff to provide high level customer service in all aspects of job performance.

Recognize staff strengths and weaknesses and recommend training accordingly in order to maximize the effective use of OVA employees.

1.2 FACILITIES MANAGEMENT 50 %

Perform general maintenance throughout the facilities including:

- a. Plumbing
- b. Electrical
- c. Pool and Spa
- d. Carpentry
- e. Flooring
- f. Appliances
- g. Window glass replacement
- h. Lighting
- i. Emergency sewer backup
- j. Water Intrusion & Flooding
- k. Custodial duties as scheduled
- l. Meeting Set-up and Removal
- m. AV Equipment

- n. Painting
- o. Asphalt/Concrete Repair

Inspect all OVA Common Areas facilities, including landscape and hardscape, as directed by the Facilities Manager.

Maintain appropriate logs and effectively report to the Facilities Manager the status of all projects

Maintain up-to-date inventory of parts, chemicals, and supplies. Dispose of obsolete items safely and promptly.

Maintain safe and orderly work areas and storage places.

Respond to emergencies after hours.

Perform additional duties as requested by Facilities Manager.

1.3 ADMINISTRATION 20 %

Understand and comply with OVA's established Injury and Illness Prevention Program (IIPP), Employee Handbook, and other policies as may be added from time to time.

2.0 QUALIFICATIONS

Knowledge/Skills

- Fluency in English
- Valid California Driver's License
- HS diploma or equivalent;
- Knowledge of maintenance/custodial tools and equipment required.
- Knowledge of commercial pool equipment preferred.
- Knowledge of kitchen appliance preferred
- Excellent people skills, ability to remain calm under pressure
- Ability to work independently after initial direction

Experience

- Five year previous maintenance experience required.
- Three years supervisory experience.
- 2-3 years working in a community association setting preferred.
- 2-3 years of facilities maintenance engineer/manager experience preferred.

3.0 PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch,

or crawl and talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

4.0 WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee are occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually loud.

Oakmont Village Association Job Description

Job Title: Maintenance Technician – Level 2

FSLA Status: Non -Exempt

Department: Facilities

Reports to: Lead Man/Facilities Manager

Approved Date:

JOB SUMMARY

The Maintenance Specialist is responsible for preparing the pools for opening each day, and for performing pool and spa maintenance, general repairs and custodial duties as directed by the Facilities Manager.

1.0 ESSENTIAL DUTIES AND RESPONSIBILITIES. The Maintenance Technician – L2 will perform, or cause to be performed, the following. Other duties may be assigned.

1.2 STAFF SUPERVISION AND SUPPORT

10 %

Provide field supervision and support to facilities employees as assigned by Facilities Manager.

Establish work schedules and assign tasks. Closely monitor performance and adherence with OVA policies and procedures

Motivate staff to provide high level customer service in all aspects of job performance.

Recognize staff strengths and weaknesses and recommend training accordingly in order to maximize the effective use of OVA employees.

1.2 FACILITIES MANAGEMENT 80 %

Perform general maintenance throughout the facilities including:

- p. Electrical
- q. Plumbing
- r. Pool and Spa
- s. Carpentry
- t. Flooring
- u. Appliances
- v. Window glass replacement
- w. Lighting
- x. Emergency sewer backup
- y. Water Intrusion & Flooding
- z. Custodial duties as scheduled
- aa. Meeting Set-up and Removal
- bb. AV Equipment
- cc. Painting
- dd. Asphalt/Concrete

Inspect all OVA Common Areas facilities, including landscape and hardscape, as directed by the Facilities Manager.

Maintain appropriate logs and effectively report to the Facilities Manager the status of all projects

Maintain up-to-date inventory of parts, chemicals, and supplies. Dispose of obsolete items safely and promptly.

Maintain safe and orderly work areas and storage places.

Respond to emergencies after hours.

Perform additional duties as requested by Facilities Manager.

1.3 ADMINISTRATION 10 %

Understand and comply with OVA's established Injury and Illness Prevention Program (IIPP), Employee Handbook, and other policies as may be added from time to time.

2.0 QUALIFICATIONS

Knowledge/Skills

- Fluency in English
- Valid California Drivers License
- HS diploma or equivalent;

- Knowledge of maintenance/custodial tools and equipment required.
- Knowledge of commercial pool equipment preferred.
- Knowledge of kitchen appliance preferred
- Excellent people skills, ability to remain calm under pressure
- Ability to work independently after initial direction

Experience

- Previous maintenance experience required.

3.0 PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

4.0 WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee are occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually loud.

Oakmont Village Association Job Description

Job Title: Maintenance Technician – Level 1

FSLA Status: Non –Exempt

Department: Facilities

Reports to: Lead Man/Facilities Manager

Approved Date:

JOB SUMMARY

The Night Janitor is responsible for preparing the East and West pools for opening each day, and for performing pool and spa maintenance and custodial duties as directed by the Facilities Manager.

1.0 ESSENTIAL DUTIES AND RESPONSIBILITIES. The Night Janitor will perform the following. Other duties may be assigned.

1.3 STAFF SUPERVISION AND SUPPORT -0 -%

Not applicable.

1.2 FACILITIES MANAGEMENT 95 %

Perform maintenance and custodial services throughout the facilities including:

- a. Pool and Spa
- b. Cleaning of meeting rooms, locker rooms bathrooms and kitchens
- c. Trash removal
- d. Meeting Set-up and Removal

Inspect all facilities as directed by the Facilities Manager.

Maintain appropriate logs and activity reports.

Maintain up-to-date inventory of parts, chemicals, and supplies. Dispose of obsolete items safely and promptly.

Maintain safe and orderly work areas and storage places.

Perform additional duties as requested by Facilities Manager.

1.3 ADMINISTRATION 5 %

Understand and comply with OVA's established Injury and Illness Prevention Program (IIPP), Employee Handbook, and other policies as may be added from time to time.

2.0 QUALIFICATIONS

Knowledge/Skills

- Fluency in English
- Valid California Drivers License
- HS diploma or equivalent;
- Knowledge of pool maintenance/custodial tools and equipment required.
- Excellent people skills, ability to remain calm under pressure
- Ability to work independently after initial direction

Experience

- Previous custodial experience preferred.

3.0 PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

4.0 WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee are occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually loud.
