

CANDIDATE PROFILE

HOA General Manager
Lake Oswego Corporation
Lake Oswego, OR

www.lakecorp.com



Organization

For over 80 years, the Lake Oswego Corporation has been stewarding, improving and preserving the scenic beauty of the 415 acres of Oswego Lake, Lakewood Bay and lakefront properties in a community 10 miles south of Portland, Oregon. Development and maintenance of the lake, bays and waterways have been privately funded for more than a century.

Lake Oswego Corporation shareholders and easement members, numbering more than 4,000 local households, entrust them with managing the waterways and surrounding land to promote habitat protection, water quality and watercraft and swimmer safety. They underwrite the resources needed to manage the lake's infrastructure needs, including water flows and testing, flood control, dredging, hydroelectric power generation, dock and access maintenance, and dam safety coordination.

In 1850, what is now incorporated as the City of Lake Oswego was founded, and a dam and sawmill were erected by Albert Duram. The water flowing from the dammed-up lake established the power generation for the mill. Soon, the city became Oregon's first iron town, considered the state's first large manufacturing enterprise. Although the dam had raised it, the lake – called initially Sucker Lake – was still only about 225 acres.

The Lake Oswego Corporation owns and operates Lake Oswego and the homeowner properties around the lake. LOC was formed in 1942 when the Oregon Iron and Steel Company deeded to the Corporation the bed of the lake, specific parcels on the border of the lake and the Rim Property. As a conveyance condition, the Corporation must permanently preserve the lake to benefit property owners with lake access privileges. The terms of the deed limit public access to the lake. In addition, the deed assigns responsibility to the Corporation for regulating the use of the lake.

Although the lake is best known for its recreation opportunities, the corporation has a significant responsibility to preserve it as a source of hydroelectric power.

Substantial costs are required to provide safety patrols, manage water quality, remove silt from the lakebed, maintain the dams and other infrastructure and purchase and maintain equipment for the lake's operation. These activities are funded by annual assessments and license fees, which are paid

solely by residents with deeded access to the lake.

The LOC employs an operations team to maintain and operate lake infrastructure, including three dams and a power generation facility. The team also includes a dedicated safety patrol staff, water quality staff and marina staff to operate the boat ramp and marina.

Mission Statement: The Lake Oswego Corporation's (LOC) mission is to maintain and improve Oswego Lake and protect its value and quality of life for its Shareholders.

Position Overview

The Lake Oswego Corporation HOA General Manager manages the day-to-day operations of the Lake Oswego Corporation, subject to the directions of the President and Board of Directors.

This position supervises the Office Manager, Operations Manager and Patrol Manager, and works with staff on annual plans, hiring, firing, promotions and disciplinary actions. As needed, the HOA General Manager recommends new staff positions to the board.

Requirements

- A demonstrated track record of financial acumen with a successful track record of financial performance, specifically in revenue generation and cost control.
- Exceptional communication and interpersonal skills, with the ability to inspire and lead a high-performing team.
- Strategic thinker with the ability to navigate challenges and capitalize on opportunities.
- Expected to lead the organization and staff to achieve strategic goals set by the Board, leveraging their expertise to optimize operations.
- The ideal candidate is a team player dedicated to providing an exceptional shareholder and easement stakeholder experience.
- Understands and can diplomatically apply homeowner policies and rules with stakeholders as well as with vendors and contractors.
- He or she should have proven executive leadership experience, preferably as a General Manager/Chief Operating Officer in the HOA, private club, hospitality or luxury service industry.
- Would serve as the public face of LOC to the general public, local government and press.
- Strong presence and readily available to shareholders and staff, with the ability to develop and empower staff.
- Ability to diffuse issues and diplomatic resolution between multiple parties and shareholders.

Qualifications

- A minimum of 7-10 years of progressive leadership/top-level general management experience in a high-quality, private member-owned HOA community and/or club, with multi-dimensional operations or operations outside of the club industry of similar dynamic, quality and relevant operation.

- LOC will consider well-mentored “rising stars” (AGMs), but only from similarly large-scale, high-quality recognized HOA communities or clubs.
- A Bachelor of Science degree (or equivalent) from an accredited college or university, preferably in hospitality management.
- A CCM and/or CMCA designation or similar accreditation outside the club industry is desirable.
- Management and leadership skills necessary for success (as demonstrated and verified record of previous success in multiple clubs, resorts or communities).
- Must have the ability to be a master communicator and communicate with excellent oral and written skills.
- Must possess a working proficiency of computer skills and knowledge of all club software, including Microsoft programs (Word, Excel, etc.) and QuickBooks.
- Excellent human relations skills with a talent for motivating, mentoring and empowering their staff.
- Ability to function under pressure, set priorities and adjust to changing conditions.
- Has demonstrated a strong work ethic, patience and coach-training leadership style, as well as a sense of responsibility for the GM/COO leadership position (as defined by the CMAA GM/COO leadership model).
- Applicant must be passionate about providing high-quality shareholder service and committed to exceeding expectations by setting operational standards, benchmarks and daily inspection of all services.

Competitive Compensation

- A full-time salaried position with a complete benefits package
- Performance bonus
- Paid time off
- Health, Dental and Vision Insurance, and simple IRA plan with company match, per The LOC Employee Benefits Package.
- Salary will be commensurate with qualifications and experience. Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter, resume, and portfolio.
- Salary Range: \$160,000 – 175,000 with a potential year-end bonus.
- All employment offers await satisfactory results from a background investigation and appropriate reference verification.

Note: The preferred method of contact is email. Please send your cover letter, resume and portfolio showcasing your work in PDF format, attached via email, with the subject line: **General Manager/COO, Lake Oswego Corporation**, to the email address below.

The cover letter should be addressed to Mr. Justin Harnish, Search Chair, Lake Oswego Corporation, and clearly state why you want to be considered for this position at this stage of your career and why LOC and the Portland area will be beneficial to you, your family, your career and the community if selected.

Professionals who meet or exceed the established criteria are encouraged to contact GSI Executive Search as early as possible but no later than Monday, March 17, 2025.



David Robinson, CCM

Principal



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808-829-2508

GSI Executive Search has served the private club industry for nearly thirty years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 100 GM searches around the US in the last two years.