

## Executive Director — English Turn Property Owners Association (POA)

**Location:** 13 Clubhouse Dr., English Turn, LA 70131

**Reports To:** POA Board of Directors (“Board”)

**Employment Status:** Full-Time (10am - 6pm)

**Work Availability: On-Call 24/7;** availability required for emergency and operational matters.

**Schedule/Meetings:** Attendance at **after-hours Board meeting(s) once per month** is required. Regular coordination with the POA Executive Board is required.

**Compensation: Salary starts at \$70,000**, with possible increases at **six (6) months and one (1) year** based on performance evaluations.

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### I. Position Summary

The Executive Director is the chief administrative and operational officer of the English Turn Property Owners Association. The Executive Director is responsible for the daily management and administration of Association operations and for carrying out the duties assigned by the Board and the Association’s governing documents.

The Executive Director manages an internal staff complement totaling approximately **fifteen (15)** personnel: a **five (5) person office team** and oversight of approximately **ten (10) outside/field workers**. The Executive Director performs executive-level administrative tasks, supervises staff, coordinates vendors, ensures service delivery and compliance, and represents the Association professionally to the Board, residents/community, vendors, and other stakeholders.

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### II. Essential Duties and Responsibilities

The duties listed below are intended to be comprehensive and may be expanded or modified by the Board as needed.

- Provide leadership and executive oversight for Association operations consistent with Board policies and direction.
- Carry out all duties of the Executive Director role as set forth in the Association’s governing documents and Board resolutions.
- Confer regularly with the POA Executive Board to provide operational updates, recommendations, and status reporting.
- Attend and participate in Board meetings, including **after-hours meetings once per month** as required.
- Prepare and deliver professional executive-level communications to the Board and ensure timely follow-through on Board decisions.

- Direct and supervise the **five (5) office staff** and oversee the **ten (10) outside/field workers**, ensuring work is completed properly, safely, and to established quality standards.
- Manage day-to-day staffing needs, scheduling coordination, and performance expectations for the internal workforce and field team.
- Perform and/or oversee human resources functions appropriate for a small organization, including coordination of onboarding and support, performance management, and professional handling of staff issues consistent with policy and applicable law.
- Maintain a work environment that supports accountability, professionalism, and operational effectiveness.
- Maintain **24/7 on-call availability** to respond to emergencies, urgent operational issues, and matters requiring executive attention.
- Ensure timely escalation and coordination as necessary to protect the safety and welfare of residents and the Association's property and to mitigate operational risk.
- Respond to after-hours calls and/or communications as required for the fulfillment of Executive Director responsibilities.
- Coordinate and manage vendor relationships and work orders to obtain **best value pricing** while ensuring **quality workmanship** and service compliance.
- Confirm that vendors and contractors perform work in accordance with the scopes of work, standards, schedules, and any applicable contract terms.
- Monitor vendor performance and address deficiencies promptly and professionally.
- Support the Board in vendor selection, contracting coordination, and budget alignment where applicable.
- Maintain a general understanding and oversight capability for Association needs relating to:
  - Security
  - Maintenance
  - Administrative operations
  - Human resources needs
- Ensure operations are conducted in a safe, compliant, and efficient manner.
- Support the development and enforcement of operational standards that align with Board policy.
- Maintain working knowledge of the Association's governing policies, procedures, and protocols.
- Develop, recommend, and implement additional policies, procedures, and protocols as necessary to address operational needs, compliance requirements, service improvements, and risk management.
- Ensure staff and contractors are trained and informed of applicable procedures and that compliance is monitored.
- Engage with residents/community members in a professional, respectful, and timely manner.
- Communicate clearly with residents regarding issues, service expectations, resolutions, and Board-directed actions.

- Ensure the Association's communications are constructive, executive in tone, and consistent with Board policy.
  - Understand and manage budget operations in coordination with Board direction and adopted financial policies.
  - Monitor expenditures, support forecasting, and assist with budget preparation as directed by the Board.
  - Ensure operational planning and expenditures remain aligned with Board-approved budgets and priorities.
  - Streamline administrative and operational processes to support efficient service delivery and responsiveness to community needs.
  - Adhere to established Board requirements, timelines, and service standards.
  - Execute Board member requests and community needs in a structured manner, including appropriate documentation and follow-through.
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- The Executive Director shall have authority to manage the Association's day-to-day operations in accordance with the governing documents, Board policies, and resolutions.
  - The Executive Director shall not exceed the authority granted by the Board, including any limits established by adopted budgets, procurement guidelines, spending thresholds, contract requirements, or other Board directives.
  - The Executive Director shall act in the best interests of the Association and its members and shall promptly disclose to the Board any matters that may materially affect operations, safety, finances, legal compliance, or reputation.
  - Any authority to enter into contracts, approve expenditures, or make commitments on behalf of the Association shall be exercised only to the extent permitted by Board policy and applicable law.
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- The Board may assign additional duties and responsibilities to the Executive Director from time to time by resolution, written directive, or other formal communication consistent with the governing documents.
  - The Executive Director shall accept and perform Board-assigned duties in a timely manner, provide status updates as requested, and document actions taken and outcomes achieved.
  - Where there is a conflict between day-to-day operational discretion and Board direction, the Board's direction shall control.
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- The Executive Director shall maintain the confidentiality of non-public Association information, including but not limited to:
  - Personnel matters and employee/contractor information
  - Resident and community information not intended for public disclosure

- Vendor pricing, contract terms, and performance issues not publicly shared
  - Legal matters, incident reports, investigation details, and risk management information
  - Internal deliberations and Board communications
  - Confidential information shall be disclosed only as required for Association operations, as authorized by the Board, or as required by law.
  - Confidentiality obligations survive termination of employment.
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## Minimum Qualifications

The Executive Director shall meet the following minimum requirements:

- Bachelor's Degree in Administration, Business, Human Resources, Management
  - Demonstrated experience as an operations executive or senior operations leader managing teams and complex daily operations.
  - Experience supervising staff and/or workforce operations, including office and field/outside worker oversight.
  - Human resources experience and demonstrated ability to handle personnel matters professionally, effectively, and efficiently.
  - Proven ability to understand, monitor, and support budgets; ability to operate within budget constraints set forth by the Board.
  - Strong executive-level communication skills appropriate for interactions with the Board, residents/community, and vendors.
  - Working knowledge of policy/procedure/protocol development and operational compliance.
  - Ability to respond to urgent matters due to **24/7 on-call requirements** and to attend Board meetings after hours once per month.
  - Professional judgment, forward-thinking mindset, and commitment to completing assigned responsibilities reliably and on time.
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## Preferred Qualifications

- Master's Degree
- Experience in property management, HOA/POA administration, or similar community association operations.
- Demonstrated success managing large-scale programs, budgets, and service delivery.
- Knowledge of public-private partnerships and/or cross-sector collaboration to maximize community impact.
- Experience driving innovation, service modernization, and operational improvements.

- Background demonstrating accountability-focused workforce systems and process improvement.
- Strategic Planning & Operational Leadership
- Program & Budget Management (e.g., large-scale programs)
- Cross-Sector Partnerships (Government, Nonprofit, Corporate)
- Talent Development & Team Leadership
- Change Management & Crisis Response
- Regulatory Compliance
- Digital Transformation & Service Innovation

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Performance of the Executive Director shall be evaluated at minimum intervals established by the Board (e.g., at six (6) months and one (1) year for compensation review, and/or as otherwise determined). Evaluation may include consideration of the following:

### **A. Operational Performance**

- Ability to maintain consistent day-to-day operations across office and outside staff
- Responsiveness to urgent issues and effectiveness of 24/7 on-call operations
- Quality and timeliness of maintenance and operational services
- Evidence of process improvement and operational streamlining
- Accuracy of spending vs. the budget and effective budget monitoring
- Ability to operate within Board-approved financial parameters
- Timely reporting of financial status, forecasts, and variances (as required)
- Team performance, staff accountability, and professional conduct
- Effective handling of personnel matters consistent with policy and applicable law
- Workforce planning, scheduling efficiency, and employee development
- Procurement practices aligned with Board expectations and best value principles
- Verification of work quality, timely completion, and resolution of vendor issues
- Compliance with scopes of work, contract terms, and documentation expectations
- Professional, timely, and accurate executive-level communications to the Board
- Preparation of reports, recommendations, and documentation needed for governance decisions
- Follow-through on Board directives and resolution of Board-raised concerns
- Professional engagement with residents and community members
- Quality of communication, conflict resolution, and service transparency
- Demonstrated responsiveness to community needs in alignment with Board policy
- Adherence to governing documents, policies, procedures, and protocols
- Proactive development and implementation of needed policies/procedures/protocols
- Effective handling of incidents, escalations, and risk mitigation
- This role requires occasional after-hours activity, including monthly attendance at Board meetings.
- This role requires responsiveness to urgent operational matters due to **24/7 on-call** status.

- The Executive Director will collaborate with Board members, staff, vendors, and community stakeholders frequently.
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## **Equal Opportunity Employment**

The English Turn Property Owners Association provides equal employment opportunities to all qualified applicants and employees. Employment decisions will be based on job-related criteria and consistent with applicable law.