



invites your interest in the position of

General Manager



Overview of the Region

Sun City Anthem (SCA) is an oasis of resort-style living for active adults. Its elevated location overlooks scenic Las Vegas and views of the Black Mountains. Sun City Anthem is consistently rated among the top ten luxury active adult communities in the United States. The community of SCA is located within the municipal boundaries of the City of Henderson, Nevada, the state's second-largest city. As part of the greater Las Vegas metropolitan area, now approaching nearly 3 million residents, Henderson is a growing, mid-sized city with a current population of 343,000. The City of Henderson has received awards and recognition for its success in creating a healthy and thriving community for residents. It is frequently ranked one of the safest cities of its size in the nation. Additionally, a favorable state income tax structure in Nevada enhances residents' living standards.

Residents and visitors to the area also enjoy world-class entertainment and dining, shopping, professional sports teams, and a large international airport. Outdoor activities such as hiking, biking, and skiing, as well as several national parks, are within driving distance.

Sun City Anthem – Community Overview

Sun City Anthem is an age-restricted (55+) planned community encompassing 3,500 acres with 7,144 homes and 14,000 residents. The association maintains roughly 220 acres and has been recognized for leading the way with water-saving landscape methods.

This vibrant community offers many amenities and activities. It is comprised of three community centers, totaling 130,000 square feet, including a theater; a restaurant; state-of-the-art fitness centers; a walking track; 5 pools and 3 spas; aerobic and fitness rooms; sports courts for bocce, pickleball, tennis, paddle tennis and horseshoes; dedicated rooms for woodshop, ceramics & porcelain, sewing, arts & crafts, billiards, cards & games, a computer lab and a ballroom. SCA hosts an array of lively entertainment venues, learning expos, fun activities, fitness classes, and group excursions. These amenities contribute to SCA being consistently ranked among the top ten luxury active adult communities.





Governance Structure

Sun City Anthem's governance function aims to ensure the community's effective and ethical management. The HOA is governed by a Board of Seven Directors elected by the homeowners. The Board is responsible for planning, budgeting, project selection, policy development, and financial management. The General Manager executes these policies and tasks with the help of the staff. The staff ensures effective communication, manages day-to-day operations, enforces rules, and supports the well-being of the community's members. The General Manager is responsible for the following areas: Accounting, Activities, Member Services, Facilities, Fitness, Human Resources, Standards, and Technology.

Committees are formed to recommend policies and perform specific tasks for the Board and the membership. Governance Committees are all-volunteer groups of homeowners who advise and assist the Board of Directors and Management. Governance Committees assist in formulating Association policies, projects, and documents and may recommend board action. Governance Committees include Architectural Review, Audit, Communications, Community Lifestyle, Covenants, Election, Facilities & Landscaping, and Finance. Service Committees include Community Service, Emergency Preparedness, Neighborhood Watch, and Community Patrol. These committees provide direct services to residents to promote safety and community engagement. Each year, over 800 residents volunteer with SCA.

SCA Vision

SCA is a premier active adult community where residents feel a strong sense of community and find new friends in a warm and welcoming environment.

SCA Mission

- ◆ Enhance the quality of our residents' lives by offering an array of clubs, entertainment, fitness activities, and volunteer opportunities.
- ◆ Maintain and improve the association's physical assets (aka amenities) in a cost-effective and prudent manner that benefits the greater good of the community.
- ◆ Provide for the well-being of our community through consistent and equitable enforcement of our governing documents, local, state, and federal laws.

The Position

This position is at-will and reports directly to the seven-member Board of Directors. The Board President serves as the main point of contact for the General Manager.

The General Manager (GM) manages all operational aspects of Sun City Anthem Community Association to maintain the community's value and lifestyle. In this role, the GM provides leadership to the organization while fostering an approachable, responsive relationship with and between the Board, residents, staff, guests, and vendors.

Perhaps most importantly, this Board's vision is for the new GM to quickly develop standard operating processes and establish benchmarks to plan, measure, evaluate and deliver the desired outcomes in a cost-effective and efficient manner. Mentoring, guiding, and establishing measurable expectations for staff will also be expected under new leadership. This invigorated focus will also demand the development of better financial reporting and overall fiscal transparency, including a strong penchant for accurate and timely reporting of both outcomes and financial data.

The Position *continued*

Other key duties and responsibilities for this position include:

Relationship with SCA's Board

- ◆ Implement Board policy and directives within the scope of SCA's governing documents and Nevada statutes.
- ◆ Work with the Board President on strategic initiatives, policy governance, and SCA projects.
- ◆ Keep the Board informed.
- ◆ Attend and participate in all scheduled Board meetings and present a GM report as needed.
- ◆ Act as a liaison between the Board and residents in the execution of established policies and the conveyance of resident concerns.
- ◆ Review, negotiate, and recommend contracts for Board approval.

Personnel Responsibilities

- ◆ Lead and oversee 100 employees with a demonstrated ability to attract, train, mentor, and retain a talented and cohesive staff.
- ◆ Interact with department heads to schedule, supervise, and direct all SCA employees and provide oversight regarding personnel-related matters, including compensation, job changes, performance evaluations, etc.
- ◆ Prepare staffing budget proposals with the Board Treasurer for Board approval.
- ◆ Maintain a functional understanding of labor relations and labor law.

Relationship to Third Parties

- ◆ Establish and maintain effective operational relationships with SCA residents, governance committees, service committees, clubs, and other volunteer groups. When needed, effectively respond to their needs, questions, and concerns.
- ◆ Maintain relationships with the City of Henderson, Las Vegas, Clark County, and federal agencies. Coordinate, as necessary, arrangements for public gatherings, including seating according to protocol and extending special courtesies.
- ◆ Provide direction/oversight in working with vendors, outside contractors, firms, and individuals providing services to SCA.
- ◆ Engage and monitor the new restaurant vendor and contractual agreement to ensure successful and responsive restaurant operations.

Other Responsibilities

- ◆ Work with SCA's legal counsel.
- ◆ Understand SCA's financials, which has six operating and six reserve funds to manage \$100 million in assets, with an annual budget of \$17 million, and a \$16 million Reserve/Asset Repair and Replacement fund.
- ◆ Maintain a proactive process for the protection of SCA's assets, including maintaining adequate insurance and promptly responding to emergencies such as fires, accidents, medical incidents, security breaches, violations of SCA's rules, etc.
- ◆ Ensure SCA buildings, facilities, systems, and common areas are properly maintained to enhance and extend SCA's appeal to residents and future homeowners.
- ◆ Communicate promptly, effectively, and positively regarding all SCA interactions.
- ◆ Maintain discretion regarding sensitive/confidential information.



The Position *continued*

Knowledge, Skills, and Proficiencies

- ◆ Must have the ability to perform each duty in a skillful, efficient, and satisfactory manner.
- ◆ Must have a service-oriented mindset, with multi-tasking abilities, and a flexible, resilient attitude.
- ◆ Strong written and verbal communication skills and proficient at Microsoft Office.
- ◆ Demonstrated knowledge of managerial accounting and understanding of basic principles of fund accounting.
- ◆ Demonstrated leadership abilities through example, approachability, responsiveness, and follow-through.
- ◆ Demonstrated conflict resolution skills and driving for mutually satisfactory resolutions.
- ◆ Fulfill all other duties as assigned or directed by the Board.

Sun City Anthem Challenges

The following operational challenges require the General Manager to be a strong and decisive leader. The new General Manager will also be highly skilled, energized, and eager to identify solutions, knowing that these are lofty, long-term goals that are difficult to achieve while also managing staff and oversight of day-to-day operations.

- ◆ Create and implement a multi-year strategic plan.
- ◆ Evaluate and establish a long-range capital plan.
- ◆ Enhance financial reporting and establish benchmarks and measurements for accountability and performance.
- ◆ Develop and execute a vision for using information technology to enhance resident interactions, increase data-driven applications to deliver information to decision-makers, and use technology to reduce costs.
- ◆ Understand and forecast the Community's demographics to enhance and extend Sun City Anthem's appeal to future generations.

The Ideal Candidate

The General Manager will instill confidence in staff and residents and be effective in working for an elected governing body. Additionally, the Board has identified the following to be most important as they seek a new General Manager:

- ◆ Demonstrated ability to lead people, create a positive culture, and inspire and motivate others with the ability to delegate;
- ◆ Ability to set clear expectations and hold people accountable, not a micro-manager;
- ◆ Demonstrated ability to manage complex projects with flexibility and be action-oriented; possess a “*can-do*” attitude;
- ◆ Responsibility and skills in budget development and understanding financial statements;
- ◆ Creative and entrepreneurial with strong strategic thinking skills;
- ◆ Clarity of vision, a commitment to integrity, and ethical behavior;
- ◆ Effective communicator with strong public speaking skills;
- ◆ Experience working with a board of directors and volunteers; and
- ◆ Successful and accomplished career history demonstrating stability with executive-level oversight and responsibilities.

Education & Experience

The Search Firm and the Board of Directors will review and evaluate all resumes and have full discretion on the criteria to advance candidates further in the process. The following qualifying factors will be key factors that will be considered:

- ◆ Bachelor’s degree or equivalent in Business Management, Business Administration, or Hospitality/Resort Management. A Master’s degree may be a plus.
- ◆ A minimum of 5 years as Executive Director, General Manager, Community Manager, or comparable position in a similar large-scale self-managed community or municipal environment. Staff oversight of at least 50 with comparable financial responsibility is desired.
- ◆ A proven track record in creating and implementing new organizational, service delivery, and strategic programs related to the efficiency and viability of the organization.
- ◆ Preferred certifications/affiliations – Community Manager License, Member of Community Association Institute, and Professional Community Association Manager certification.

Compensation & Benefits

The annual salary will be highly competitive, anticipated to be in the \$200,000 to \$225,000 range, depending on qualifications. The selected candidate will be offered a two-year contract, renewable based on performance. Additionally, moving and relocation benefits will be offered to encourage a wide range of national candidates to submit for consideration.

Benefits offered include: health insurance, 401(k) retirement benefits, and other reasonable expense reimbursement. Interested and qualified candidates are strongly encouraged to seek further details on compensation and benefits and discuss salary expectations with the Executive Search Firm of Ralph Andersen & Associates.

Residents in Nevada enjoy a very favorable tax structure where there is no state income tax and the overall tax burden is one of the lowest in the nation. Housing costs are still favorable compared to other parts of the country and property tax is lower than many other jurisdictions.

To Be Considered

Interested candidates should **apply immediately, before Monday, March 3, 2025**, by submitting a resume and compelling cover letter to apply@ralphandersen.com for consideration.

Candidates should be aware that this search is confidential. References will not be contacted until mutual interest has been established.

Inquiries should be directed to Heather Renschler, Ralph Andersen & Associates, (916) 630-4900. Interested candidates may arrange a confidential discussion by sending an email to scheduling@ralphandersen.com.

Sun City Anthem is an Equal Opportunity Employer.

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