

# KOPPLIN KUEBLER & WALLACE

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## **EXECUTIVE DIRECTOR PROFILE: SADDLEBROOKE HOMEOWNERS' ASSOCIATION #2 SADDLEBROOKE, AZ**

### **THE EXECUTIVE DIRECTOR OPPORTUNITY AT SADDLEBROOKE HOMEOWNERS' ASSOCIATION #2**

SaddleBrooke Homeowners' Association #2 (SBHOA#2) presents an exceptional opportunity for an Executive Director (ED) at one of the country's top rated residential communities.

SaddleBrooke Homeowners' Association #2 is seeking a sincerely and visibly engaged Executive Director to lead its staff, operations, and engage with community residents. Successful candidates must have a proven track record of being a proactive, transparent leader and possess skills and experience in communications, homeowner association management, financial management, relationship building, team building, purchasing, personnel management and career development, and project management. He or she will also have a clear and targeted focus on providing exceptional resident services and experiences along with strategic and long-term planning for the community's future prosperity.

[Click here to view a brief video about this opportunity.](#)

### **SADDLEBROOKE TWO THE COMMUNITY**

SaddleBrooke TWO, a true Active Lifestyle Community and one of America's Top 100 Best Master-Planned Communities is located just 25 miles north of downtown Tucson, Arizona and boasts spectacular views of the 9,000-foot Santa Catalina Mountain range.

Within this stunning Sonoran Desert setting, residents find an appealing combination of natural tranquility and vibrant excitement. Established in 1987, the community is now home to close to 10,000 residents. (This is all of SB, not just HOA2) That means an abundance of community groups and traditions with more than 200 clubs, classes, and organizations offering a wealth of social opportunities. Spectacular mountain views, scenic golf course fairways, and impressive amenities are only some of the characteristics that make SaddleBrooke TWO a unique place to call home.

Residents enjoy excellent restaurants, two 18-hole golf courses, MountainView and The Preserve; a DesertView Performing Arts Center, fitness centers, basketball and volleyball courts, swimming pools, and tennis and pickleball courts, a softball complex and a dog park.

Recent awards from the Arizona Readers' Choice Awards include, 2020 Best Retirement Community, Best Master-Planned Community, 2021 Best Retirement Community, Best Master-Planned Community – Active Adult Community. Tucson awards, Best Golf Course – The Preserve Golf Club, Best Live Theatre/Performing Arts – DesertView Performing Arts Center.

### **SADDLEBROOKE HOMEOWNERS' ASSOCIATION #2**

SaddleBrooke Homeowners' Association #2 (SBHOA#2) is governed by a Board of Directors (BOD), made up of SBHOA2 homeowners. Its operations are managed by an Executive Director who reports directly to the BOD. The individual department heads report to the Executive Director or the Assistant Executive Director.

The BOD has ultimate responsibility for the ongoing financial health of the Association. They do short-term and long-range planning striving to contain costs and set aside funds for future repairs and maintenance to roads and facilities. The primary objective of the SBHOA#2 BOD is to ensure the SaddleBrooke lifestyle continues to flourish.

The Association is responsible for the oversight of three major facilities – MountainView, DesertView and The Preserve – plus three restaurants, two golf courses, a theater, four swimming pools, tennis courts, and other recreational facilities. The Association has a professional operations staff that is responsible for keeping the numerous activities of the SBHOA#2 running on a daily (and nightly) basis.

The staff plans and operates events, maintains all amenities, golf courses, and common areas. They schedule and maintain the facilities for the 200+ clubs and hobby groups in SBHOA#2. Staff members also operate the SBHOA#2 Patrol.

### **SADDLEBROOKE HOMEOWNERS' ASSOCIATION #2 BY THE NUMBERS**

- 3,115 residences, buildout at 3293
- \$13.9M total operating revenue
- \$2,869 annual HOA assessment per residence
- \$2,869 Community Improvement Fee upon resale of an existing home
- \$5.4M in reserve funds
- \$1.6M in capital improvement funds
- 7 board members serving 3-and 2--year terms
- 71 average age of members
- Two 18-hole golf courses with two clubhouses
- Three restaurants including one stand-alone fine dining restaurant
- 6 Pickleball courts with an additional 8 courts under construction
- A Performing Arts center
- Employees: total number of employees is 234, with 159.5 FTE's
- SBHOA2 employs a 24-7 fully staffed security department

**SADDLEBROOKE HOMEOWNERS' ASSOCIATION #2 WEB SITE:** [www.sbhoa2.org](http://www.sbhoa2.org)

### **EXECUTIVE DIRECTOR POSITION OVERVIEW (ED)**

The association Executive Director is responsible for the day-to-day administration and operations of the Association. He or she directs and administers all aspects of the operations: the common areas, infrastructure, amenities, and staff, as well as all programs and activities, and resident relations. The most important task is to provide outstanding service delivery and asset maintenance to support and enhance property values within the community. Essentially all SBHOA#2 operations and staff management are responsibilities of the ED.

Necessary areas of competency and expertise include personnel management, financial and budget management, human resources, statutory requirements relevant to homeowner associations, community relations, strategic planning, and board guidance.

### **ORGANIZATIONAL STRUCTURE**

The ED reports directly to the SBHOA#2 Board of Director's President who serves as a liaison between the staff and the remaining six members of the Board of Directors. Direct reports include the Assistant ED, Executive Administrative Assistant, Human Resources Director, Finance Director, Marketing Manager, F&B Director, Lifestyle Director, Golf Business Operations Director, Golf Course Maintenance Director and Common Area Maintenance Director.

### **CANDIDATE QUALIFICATIONS**

- A minimum of over 10 years of progressive leadership/management experience in (preferably) a like master planned residential community with significant, multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar dynamic, large-scale operation. Leading in a true "CEO-like" model and taking "ownership," accountability and responsibility while doing so are verifiably necessary traits and experiences. Having current or prior experience in leading HOA operations is extremely desirable to complement exceptionally strong hospitality and leadership skills.
- Naturally outgoing, energized, motivated with an "authentic" style and a true "servant's heart."

- Proven and verifiable leadership qualities with a demonstrated ability to direct, coordinate and control all aspects of a full- service community.
- Significant interaction with the real estate community, city officials and governmental agencies is especially helpful.
- Strong communication and facilitation skills, both written and verbal, with the appropriate presence, desire and ability to interact effectively with diverse constituencies of residents, staff, vendors and other entities who are part of the success of SBHOA#2. This includes having sound and confident speaking abilities in front of large groups of residents and other constituencies.
- Has a business, creative and entrepreneurial sense for the overall evaluation of programs and services provided at SBHOA#2. He or she recognizes the quality and type of service that the majority of residents (or future majority of residents) expect, and which continue to enhance the value of residency at SaddleBrooke.
- Prior experience in coordinating and overseeing complex capital improvement projects.
- Working and verifiable knowledge of strong procedural programming; the ability to define and institutionalize process and procedures (SOPs) on a consistent basis throughout SBHOA2 is very important, especially as new amenities are brought on line, and existing amenities and programs are consistently evaluated and enhanced. Continued development and execution of Performance Standards and Performance Metrics is necessary.
- A history of innovation, and a champion of new ideas and initiatives, looking to consistently improve resident experiences and operational efficiency.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

Preferably, a college graduate with a bachelor’s degree in Business or Public Administration and holding certification in community association leadership organizations such as CAM, CMCA, AMS, PCAM.

### **CLUB COVID REQUIREMENTS**

SBHOA#2 does not require staff to be fully vaccinated as a provision of employment.

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. SBHOA#2 offers an excellent bonus and benefit package including CMAA/CAI membership and professional development.

### **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

### **Prepare a thoughtful cover letter addressed to SaddleBrooke Homeowners’ Association #2 search committee/Ms.**

**Terese Butler** and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why SBHOA2 and the SaddleBrooke area will be beneficial to you, your family, your career, and the Club if selected.

***You must apply for this role as soon as possible but no later than March 30, 2022. Candidate selections will occur in mid April with first Interviews on April 26 and second interviews a short time later. The new candidate should assume his/her role in June 2022.***

**IMPORTANT:** Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – SaddleBrooke Homeowners’ Association #2”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

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