

EXECUTIVE DIRECTOR POSITION: BALD HEAD ASSOCIATION BALD HEAD ISLAND, NC

EXECUTIVE DIRECTOR OPPORTUNITY AT BALD HEAD ASSOCIATION

Bald Head Association (BHA) is the largest property owners' association on Bald Head Island, NC. The opportunity is for a new Executive Director (ED) of the Association, responsible for overseeing the organization's operations, strategic planning, and community engagement initiatives. This leadership role involves managing staff, budgeting, and ensuring the effective delivery of services to residents and visitors. The ED will collaborate with various stakeholders, including local government, businesses, and community groups, to promote the Island's unique environment and enhance the quality of life for its residents. Strong communication, organizational, and leadership skills are essential for success in this dynamic and community-focused position.

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

ABOUT BALD HEAD ASSOCIATION

The original property owners of Bald Head Island, known as "The Generator Society," envisioned living in harmony with nature. This vision laid the foundation for the island's development and the creation of a property owners association. In the mid-1970s, a group of homeowners and builders recognized the need for an organization to maintain this vision and enforce restrictions for preservation and sustainable development. They aimed to protect open spaces, prevent overpopulation, and hold developers accountable for upholding community standards.

These efforts led to the formation of Bald Head Association (BHA) in 1975. The association has been instrumental in protecting the island's development during economic downturns and preserving its original premise. In the 1980s, as developers reduced their involvement, new covenants were established, giving the association authority to provide essential services and represent property owners.

Today, the BHA has approximately 2,000 members and continues to uphold the island's core vision of living in harmony with nature. The association oversees covenants, architectural reviews, and common area protection and ensures the original development guidelines are maintained.

BALD HEAD ASSOCIATION BY THE NUMBERS

- BHA has a regular annual budget of approximately \$1.5M.
- Annual Assessments: Home - \$570/Lot - \$190 HOA Transfer fee of \$150 per purchase/sale
- There are 1190 single-family homes and approximately 700 vacant lots.
- There is 1 Master association and 13 sub-associations (3 actively managed); additionally, there are 37 secondary covenants.
- Additional amenities owned by the BHA - Garden shed, Surfman's Walk Gazebo, Battery 4, Boat Park, Overlook, Two Piers, Walkways, Common Land
- BHA is organized as a not-for-profit corporation in North Carolina and is governed under North Carolina General Statutes.
- BHA has approximately 10% of its Owners living in the community year-round, with the remainder being seasonal and/or actively renting their units for a minimum of 30 days at a time. Renters have access to all BHA amenities during their stay.
- There are six Board members, each serving three-year terms
- There are 8 Committees: ARC A, ARC B, Community Wide Standards, Education/Recreation, Finance, Long Range Planning, Nominating, and Resource Conservation/Beautification.
- Accounting System – Enumerate and ADP for payroll

- Corporation status - C Corp; Non-Profit status in NC

BALD HEAD ASSOCIATION WEBSITE: www.baldheadassociation.com

EXECUTIVE DIRECTOR POSITION OVERVIEW

The Executive Director (ED) oversees all aspects of the organization and manages the day-to-day administration and operations. 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, Board and Committee projects, and Owner/resident relations. Essentially, all Bald Head Association (BHA) operations and staff management are responsibilities of the ED. Ideally, the ED has a proven record of success and stability in similar communities, condominiums, or resort properties with similar elements and a history of driving a culture of excellence, accountability, continuous improvement, and professional development.

SPECIFIC RESPONSIBILITIES

- Provide leadership to ensure that BHA operates transparently, consistently, and ethically.
- Provide leadership in developing program, organizational, and financial plans with the Board of Directors, committees, and staff, and carry out plans and policies authorized by the Board.
- Maintain official records and documents and ensure federal, state, and local compliance.
- Support decisions concerning Covenants, Bylaws, and other BHA governing documents; being these documents' primary 'expert' is essential.
- Assisted in developing and coordinating agendas and minutes for all board meetings and the annual retreat.
- Dynamics of ferry limitations to and from Bald Head Island and effects on employee commutes.

FINANCIAL ACUMEN & GENERAL EXPECTATIONS

- With perspective and collaboration with the Board, the ED prepares the yearly goals and objectives upon which the annual operating and capital budgets are created. Following Board approval, the ED manages and controls the operations to attain the desired results. The ED regularly communicates with the Board and finance committee on budget tracking, proactively analyzes variances, and identifies significant issues. Quantitative skills are necessary, in addition to focusing on cutting waste and inefficiencies without sacrificing Owner satisfaction.
- The ED must be proactive in strategic planning, community marketing/branding, and relationship enhancement and ensure that each focus area considers current and future Owner input and demographics.
- The ED is the catalyst for examining and forecasting Owner demographics and service desire trends and how those drive expectations, enhancements, and priorities. He or she benchmarks the community's marketability by comparing it to existing and new communities within the region. He or she also networks with local and national community association managers and professional associations to stay ahead of regional and national demographic and lifestyle trends.

OWNER/RESIDENT/RENTER RELATIONS

- Supervise and oversee the staff responsible for the reservation/rental process and maintenance of the Association center, Boat Park, garden area, and other common areas.
- Lead, coordinate, and/or execute the management of service areas, alleys, and neighborhoods as required by secondary covenants (e.g., Keeper's Landing, Surfman's Walk, Sumner's Crescent, Cape Fear Station alleys, Muscadine Grove, etc.)
- Ensure property and liability insurance coverages meet the expectations and requirements of the Board.
- Review and revise an annual inventory of all BHA offices' assets, with appropriate and required reserves, and ensure a reserve plan is in effect and regularly updated.
- Ensure the physical assets of the BHA (BHA Building) are adequately maintained through reserve study planning.

EMPLOYEE RELATIONS

- Collaborate with Assistant Director for all personnel recruitment, employment, orientation, onboarding, training, and professional development.
- Is the catalyst to staff members receiving regular evaluation, training, support, supervision, and leadership development they need to succeed.

- Ensure that job descriptions and salary ranges are developed, regular performance evaluations are held, and that sound human resource practices are in place.
- Help provide an organizational culture that is supportive of staff and their families and supports a healthy work/life balance.
- Is the 'tone at the top' to maintain and enhance a climate that attracts, keeps, and motivates a top-quality staff, essentially maintaining an "Employer of Choice" perspective and approach on behalf of BHA.

COMMUNICATIONS & INFORMATION EXCHANGE

- Share the activities and accomplishments of the organization, its programs, goals, and projects with the Board, committee volunteers, staff, and property owner members, as appropriate.
- Ensure that the staff is properly informed about the organization's condition and all-important factors influencing it.
- Respond to questions and concerns from BHA members, referring those matters to the Board when necessary for resolution.
- Establish sound working relationships and cooperative arrangements with on-Island organizations to facilitate flow of information between them and BHA.
- Represent the Guiding Principles of Bald Head Association to property owners, on- and off-Island organizations and the general public.

LEADERSHIP & MANAGEMENT

- Operates successfully and provides solid leadership to the organization during times of crisis such as hurricane preparedness and response.
- Attends and coordinates meetings of the Board of Directors. He or she is viewed as a key thought partner with the Board to proactively identify and effectively address all issues important to BHA's well-being.
- Is responsible for setting and maintaining protocols for the general care, maintenance, and upkeep of the physical plant and facilities to ensure appropriate monies, including reserves, are available.
- Creates and maintains an organizational structure that ensures appropriate, necessary, and reasonable distribution of duties and responsibilities, delegating and following up to complete actions and details necessary for success. Works closely with the President and the Board to ensure clarity on operating matters for which the staff is responsible versus those policy, strategy, and big picture focuses that are typically Board priorities.
- Ensures that BHA operations are managed with exceptional integrity, sound business practices, and principles in an honest and forthright manner.
- Provides day-to-day oversight on significant strategic and capital projects.
- Recognizes the need to continuously monitor and improve existing services and introduce new programs and services to enhance overall Owner satisfaction and the value of residency at BHA.
- Conducts site inspections regularly, identifies deficiencies, and provides the Board with recommendations/solutions and action plans to improve the property.

CANDIDATE QUALIFICATIONS, SKILLS AND COMPETENCIES

- Has at least five years of progressive experience in a top leadership role in facility and staff management, community association management, resort management, private club management, or a related business background.
- Has significant experience with direct and specific responsibility managing a residential community association. Involvement with a community in an ocean-side environment is desirable.
- Possesses strong general management skills with verifiable strengths in team development, financial performance, exceptional member/resident service programming, strategic planning, project management, and, most importantly, the ability to achieve goals and objectives consistently.
- Has strong communication and facilitation skills, both written and verbal, with the appropriate presence, desire, and ability to interact effectively with constituencies of Owners, staff, vendors, and other entities who are part of the success of BHA. Communication with Owners and staff and engaged personal visibility are very important at BHA, with the understanding that this needs to be balanced with ensuring that the operation is a high-functioning business.

- Has a business, creative, and entrepreneurial sense for evaluating programs and services provided at BHA. He or she recognizes the quality and type of service that the majority of residents (or the future majority of residents) expect, and which continues to enhance the value of residency at BHA.
- Is a person who understands and effectively functions and leads in a non-profit, volunteer board, and committee environment. The successful candidate is a strong consensus builder and embodies the behavior and skills needed to be successful in this type of governance model.
- Is a true team builder; a person who embodies the persona of ultimate coach, mentor, and motivator; someone who brings out the very best in those around him or her (both staff and other community constituencies) by setting clear goals and expectations, providing consistent, timely feedback and support, and who is respectful and professional in all interpersonal dealings.
- Possesses depth of experience in project management from conception to execution.
- Presents a consummately professional image to the staff, membership, and other constituencies at all times.
- Strong organizational skills and an obsession with covering the details necessary to consistently achieve high quality, satisfaction, and outstanding resident experiences.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree in business, hospitality, or public administration is preferred. In lieu of the degree, substantial hospitality experience, significant large-scale property owners' association, residential community or high-end hospitality/resort experience, and a demonstrated understanding of North Carolina General Statutes.
- Industry certifications through the Community Associations Institute, such as CMCA, AMS, and PCAM, are encouraged. LSM is strongly preferred.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Association offers an excellent bonus and benefits package.

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 the **Bald Head Association Executive Director Search Committee**. Clearly articulate your alignment with this role, why you want to be considered for this position, and why the Bald Head Association and the South Port area of North Carolina will benefit you, your family, your career, and the Association if selected.

If interested, you must apply for this role as soon as possible but no later than December 10, 2024. Candidate selections will occur later that month, with the first Interviews expected in early January and the second interviews a short time later. The new candidate should assume his/her role as soon as possible after selection, albeit leaving a current employer with appropriate notice and conclusion of responsibilities.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Bald Head Assoc"

(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 Patty Sprankle: patty@kkandw.com

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