

OPERATIONS MANAGER RESPONSIBILITIES

Playa de Oro Neighbors Association AC San Felipe, Baja Norte, Mexico

Playa De Oro (PDO) Homeowners Association (HOA) Board of Directors (BOD) will hire an Operations Manager (Independent Contractor) to oversee operations at Playa De Oro. The Operations Manager (OM) will report directly to the Board of Directors. Essential Duties, Responsibilities, Education/Experience requirement are listed below.

The Homeowner Association, or (HOA), Operations Manager (OM) is responsible for a variety of tasks related to the maintenance, upkeep, and the overall well-being of an association(s) operations. The Operations Manager position is a "Private Contractor," not an employee of the HOA. As such, Contractor (OM) shall provide a factura for services monthly at the rate agreed upon between the BOD and Contractor. The Contractor (Operations Manager) pays his/her related taxes, including IVA (not in addition to the contracted rate).

OPERATIONS:

- Act as a liaison and aide between the board of directors and homeowners.
- General oversight, maintenance and upkeep of the association properties.
- Communicate to the BOD regarding any conflict between homeowners, providing documentation, and distributing documentation on behalf of the BOD as directed. The BOD will determine appropriate action and resolution.
- Enforce governing documents as directed by the BOD.
- Write and distribute association communications to homeowners relevant to the operations of the property as directed by the BOD.
- Forward all association records and documentation to BOD.
- Providing patrol or direct oversight of patrol of the association grounds daily with or without the board (for example: a slow drive around PDO property looking for unusual activity such as homeowners' doors open, garage door open, lights inside the home left on with no homeowners visible, and, drive by the community trash container, ensure the beach arroyo gates are closed and locked/unlocked, etc.).
- Deposit HOA funds to local bank as directed by BOD and provide receipts.
- Work on special projects as directed by the BOD.

EDUCATION/EXPERIENCE REQUIREMENTS:

- Education or experience as an HOA Operations Manager is preferred; previous Operations management and HOA experience is highly preferred.

- Demonstrate knowledge and experience in Operations management, homeowner's associations, or the housing industry is highly preferred.
- Strong English/Spanish language; negotiation, interpersonal, and communication skills are required.
- Proficient in computer use and applications (Email, Excel, Word, etc.).
- Valid driver's license.
- Ability to:
 - Function as a self-starter
 - Recognize, isolate and solve problems that improve overall client satisfaction and loyalty
 - Meet deadlines established
 - Be motivated and professional

OPERATIONS MANAGER (OM) RESPONSIBILITIES

The Operations Manager reports to the PDO Board of Directors and performs all listed duties plus additional duties as directed by the HOA Board of Directors.

Operations Manager to be on call 24 hours a day, 7 days a week for the HOA, providing coverage as needed, and as directed by the BOD. OM shall avoid any conflict of interest with the HOA and disclose any side work not related to BOD directed activities. OM to provide oversight and direction to guards at PDO to observe and communicate with inbound home construction site workers and homeowners. The OM shall exclusively work without conflict for the HOA, in its best interest. Any personal work cannot conflict with HOA responsibilities. On site presence shall be mutually determined by the OM and BOD.

The Operations Manager will provide a typed monthly report-out to the BOD on operations and responsibilities. OM to attend board meetings, when requested by the BOD.

The following responsibilities for the Operations Manager will include:

Security:

The Operations Manager will schedule, oversee, and ensure 24-hour security services, including the following:

1. One guard from 6 am to 2 pm, two guards from 2 pm to 10 pm, and two guards from 10 pm to 6 am seven days a week.
2. The Operations Manager will distribute radios, uniforms, and other HOA equipment; and maintain an inventory of HOA property and ensure that guards are properly dressed and present themselves in a professional manner. Guard uniforms shall be clean and in good repair.
3. Responsible for managing the guards including annual performance reviews to the board. When a disciplinary action is required, the OM shall immediately notify BOD,

make sure HOA is in compliance with labor laws, and determine, with BOD guidance, the disciplinary action required. The OM shall coordinate with the BOD to obtain approval for replacement or addition of new guards, including a thorough vetting of the candidates. BOD will have final approval of candidate(s) to be hired. **All new hires** are placed on a 90-day probationary period for performance. Prior to the 90-day period the OM shall inform the BOD of their recommendation to retain or release the new employee. OM shall provide the BOD with a copy of the background check for the guards, annually, and also provide ID/ badges for guards. If a guard leaves employment, voluntary or involuntary, all badges, uniforms, and HOA equipment shall be collected and inventoried as received by the OM.

4. Keep track of HOA vehicle mileage and report mileage with request for gas tickets to BOD Treasurer.
5. Ensure security vehicles are kept in good repair.
6. Submit all hours/time sheets for the guards to the accountant with cc to BOD Treasurer weekly so they can be paid.
7. Security guards will be paid as employees by the HOA, and payment will be in the form of bank transfer or paychecks.
8. A daily log will be kept of any incidents (e.g., accident, open garage doors, call for assistance, etc.) and reported to the BOD; transmitted monthly unless an urgent matter (e.g., accident, call to police, ambulance, etc.) needs attention.

Pool Maintenance:

The HOA currently contracts pool maintenance and repairs separately. The Operations Manager will provide the following services:

1. Monitor all work (daily and repairs) performed by the contractor and note any deficiencies and required corrective action.
2. OM to maintain a log of daily walk-throughs for compliance and noting any corrective action required and submit to HOA weekly.
3. OM and Guards as part of security duties, includes walk-through of pool areas, verify bands, enforce rules, secure access to the pools (gates locked and operational) at least two times day (when there are two guards on duty). Report findings on incident report from walk-through and any issues noted on monitors. Guards and Pool Maintenance contractor to advise OM of any immediate items needing attention.
4. Advise HOA of any pool equipment or furniture as needed.
5. Cost out any improvements (item costs and installation costs) and present to the BOD.

*All cost of repair parts, propane, electricity, water and chemicals will be the responsibility of the HOA. OM shall ensure that an adequate supply is on hand and secured in a secure location. OM shall keep an inventory and usage log of any pool supplies and transmit to the BOD Treasurer at the end of each month.

Rental Properties/Resort Fees: IN PROCESS OF BEING UPDATED.

The HOA Operations Manager will work with any PDO rental PMs and make sure all HOA rules in place are followed to include the following:

1. Keep a current log of all properties available for short-term and long-term rental and send report to BOD Treasurer at end of each month.
2. Collect Resort Fees set by the HOA BOD. Keep log of activity and income and turn in to HOA Treasurer as directly, at least monthly:
 - a. \$30 for each short-term (up to 20 days) (Note: cannot combine multiple short-terms rentals into one resort fee. Separate resort fee must be paid for each rental, whether 1 night, 1 weekend, or a combination of).
 - b. \$60 for each 3–6-week rentals
 - c. \$150 for annual rentals or rentals longer than 6 weeks
 - d. Sale of additional resort bands.
 - e. Sale of additional car tags.

OM to submit log, receipts, to the HOA treasurer, or authorized BOD representative, and deposit funds at end of month as directed and provide receipt to BOD.

3. Track the number of rental property vehicles, by property at initial entry/rental period, that come through the gate by vehicle make/model, and license plate number on a log, and associated property, submitted monthly to HOA BOD.
4. Follow up with rental PMs and owners on any infractions that incur, issue citation and collection of related fees. OM will turn in monies and provide report, receipts, and forms to Treasurer, or person designated by Treasurer by written notice.

Road maintenance:

The Operations Manager will ensure that road maintenance service within PDO is completed by an HOA approved service provider and done in accordance with specifications and schedule established by the BOD. This will include the following:

1. Watering
2. Dragging
3. Grading
4. Berms

General Maintenance:

The Operations Manager will be responsible for securing bids when maintenance and repairs to the walls, common areas, structures, electrical and water lines that fall under the control of the HOA are needed, from BOD approved licensed contractors.

The work will be done by qualified and BOD approved contractors. Such contractors will be self-insured and must be able to provide the HOA with a Factura for services.



The Operations Manager will ensure HOA assets (pool area and bathrooms, security building, community palapa, and guard tower) are always kept in clean condition and good repair.

Ensure trash is picked up around the common areas and plants around the guard area are watered.

Construction Items: Lupe to create/provide

The Operations Manager will maintain a file on each construction project, available for review by the BOD and Architectural Committee (AC) at any time. OM to provide owner with physical address for lot. All files are the property of the HOA and must be properly maintained.

The Operations Manager will obtain all HOA construction rules (English and Spanish/two-sided version) signed by the appropriate parties before any construction project starts and make sure a building permit is in place, and record start date and completion date on construction log, with monthly progress updates, including photos (note - there are rules regarding the length of time to complete a project and all dates and progress must be logged/tracked by the OM).

The Operations Manager will receive the submitted construction drawings and forward them to the appropriate HOA AC person(s) for review and send them back to the construction company once approved. A copy of the approved plans will be forwarded to the HOA representative and maintained in the HOA files.

The Operations Manager is to coordinate pictures and the lawful removal of any cactus required before construction begins.

The Operations Manager will give a copy of the survey to the construction company for use in obtaining their building permit and laying out the site.

The Operations Manager will coordinate the required letters from PMD so the contractor or owner can get power and water hooked up at the site.

The Operations Manager will coordinate the installation of the septic system on each site. (currently to be installed by PMD or other approved contractors [refer to CCRs/Final Construction Procedures Revised 2023 on the website for other vetted contractors])

The Operations Manager will handle the registration of all construction workers, issue worker passes and security inspections. The Operations Manager will inspect construction sites no less than once per week to ensure they are following the rules set forth by the HOA. A weekly report of construction progress, conditions, and corrective actions taken will be submitted to the HOA BOD.

The Operations Manager will ensure compliance with HOA building/construction rules, (e.g., wall height, building height, setback, and time to build) and do not violate HOA building rules) and report deviations/violations to the BOD.

The Operations Manager will secure final city clearance from owner/builder for HOA files.

Application of CC&Rs:

The Operations Manager will monitor and report any CC&R violations to the HOA Board (speeding vehicles – owners, renters, contractors, etc., unleashed dogs, building/parking violations, etc.). The Board will be responsible for verifying the violation and notifying the owner. The Operations Manager will assist in the implementation of a solution.

Miscellaneous Items:

The OM will pick up HOA mail as directed by the BOD for distribution. All electricity, water, and other bills for the owners arrive at the main office and will be distributed to the owners' mailboxes in the guard house.

- OM to scan all PDO HOA monthly invoices to treasurer e.g., CFE, TelCel, Water, Pool, etc.
- OM to maintain petty cash fund of \$10,000 pesos and provide monthly reconciliation to treasurer
- OM to maintain gas ticket log and submit to treasurer for replenishment

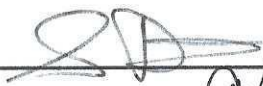
The Operations Manager keep a log of all issued approved vehicle passes to anyone who is allowed in the property and see that others are not allowed in without permission, including a list of any contractor/construction workers, and collect such vehicle passes when no longer working on an approved/active project.


Conflict of Interest: The Operations Manager shall act exclusively in the best interest of the HOA and avoid any actual, perceived, or implied conflict of interest with any resident, contractor, vendor, employee, etc.

This DESCRIPTION OF RESPONSIBILITIES is subject to modification by the HOA/BOD.

I have read and understood each element of this Job Description and accept all terms and conditions:

Signatures:

PDO BOD Representative:  Date: March 21, 2023

PDO Operations Manager:  Date: FEB/22/23

APPENDIX A of the PDO Operations Manager Responsibilities.

This position (Operations Manager) will include "other duties as assigned," and be inclusive of the duties and expectations and responsibilities of the OM.

The OM will be evaluated at the 90-day probationary period and at least annually for quality, effectiveness, and value.

Costs and Reimbursements:

THE OPERATIONS MANAGER (Contractor) Monthly Fee: The Operations Manager position will be paid MX\$20,000 pesos per month as set by BOD. OM pays all of his/her employees, contractors, fees and taxes.

Term of Agreement and Notice:

Term of the agreement is [TBD] by the HOA/BOD.

Notice: Contactor (Operations Manager) agrees to give a minimum of 30-day notice to the HOA/BOD to terminate his/her services.


The following items will be reimbursed to the Operations Manager on a monthly basis, subject to pre-approval from the BOD. The Operations Manager must provide invoices and/or receipts (factura's) to receive payment, within the BUDGET determined and allowed by the BOD/HOA.


Factura IVA must not exceed 8%:


1. Office supplies
2. Vehicle repairs (PDO HOA vehicles only)
3. Drinking water for staff
4. Ice
5. Radios/batteries
6. Copies
7. Guard uniforms


I have read and understood each element of this Job Description and Appendix A, and accept all terms and conditions:

Signatures:

PDO Operations Manager:  Date: Feb 22/2025

PDO BOD Representative:  Date: March 21, 2025

PDO BOD Representative:  Date: 30/March/2025

PDO BOD Representative:  Date: Feb 22, 2025

**ADDENDUM TO OPERATIONS MANAGER AGREEMENT
(Extension of Term and Compensation Adjustment)**

This Addendum ("Addendum") is made and entered into as of [Insert Date], by and between [Homeowners Association Name – **PLAYA DE ORO NEIGHBORS ASSOCIATION AC**], a Mexican nonprofit A.C. ("HOA"), and [Operations Manager Name – **CESAR QUIRARTE**] ("Manager").

WHEREAS, the HOA and Manager entered into an Operations Manager Agreement dated [Original Agreement Date – February 22, 2025] (the "Agreement"); and

WHEREAS, the parties wish to extend the term of the Agreement and make adjustments to the compensation structure as outlined herein.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the parties agree as follows:

a. Extension of Term

The term of the Agreement is hereby extended and shall continue in full force and effect through **December 31, 2028**, unless earlier terminated for cause in accordance with the Agreement.

b. Compensation Adjustment

a. Beginning on **January 1, 2026**, the Manager's compensation shall increase by **10%** over the then-current rate.

b. Beginning on **January 1, 2027**, the Manager's compensation shall increase by an additional **5%** over the 2026 rate.

c. Beginning on **January 1, 2028**, the Manager's compensation shall increase by an additional **5%** over the 2027 rate.

c. Parties agree to a **90-day notice clause** in the event this agreement is terminated by either party.

d. No Other Modifications

Except as expressly modified by this Addendum, all terms, conditions, and provisions of the original Agreement shall remain unchanged and in full force and effect.

e. Parties may agree to further extensions based on negotiation and performance.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date first above written.

PLAYA DE ORO NEIGHBORS ASSOCIATION AC (Homeowner's Association): Dated: _____

By: _____ By: _____ By: _____

By: _____ By: _____ By: _____

DATE: 5/25/2025

Title: Board Member(s)

OPERATIONS MANAGER (CESAR QUIRARTE)

Dated: 5/25/2025

Signature: _____

