

High Knob Owners Association, Inc.

Board of Directors Meeting Minutes

January 20, 2026

Name	Present
Watts Hill, President	Y
Carol Phillips, Vice President	Y
Dan Smith, Secretary/Treasurer	Y
Greg Caswell, Director	Y
Jerry Pomeroy, Field Service Manager	Y
Haley Mills, Administrative Coordinator	N
Quorum Present	Y

Meeting Purpose

To establish the requirements for a Operations Manager for High Knob Owners association.

Meeting called to order: 10:05 AM

Watts Hill presented a draft of the job requirements for the position of Field Services Manager.

There is a state requirement for a five-year reserve study, which has not been done in the recent past. One estimate is that this would cost \$18,000.

The board has discussed hiring a consulting company and maintaining a limited staff.

Also discussed, was hiring two managers. One for the HKUI and one for HKOA.

Another consideration is the expedience of snow removal. Contractors charge \$175/hr. and probably would not be as expeditious as our staff.

Draft for Job Title: Field Service Manager

Reports To: Board of Directors

Employment Status: Full-Time, Exempt (recommended)

Work Schedule: Monday–Friday, 7:00 a.m. – 3:00 p.m., with 24/7 emergency availability

Position Purpose (POA Best Practice)

The Field Service Manager is responsible for the **day-to-day operational oversight of association-maintained assets**, including roads, common grounds, facilities, and field staff, while operating **within policies set by the Board of Directors**. This position executes Board-approved plans, budgets, and contracts, ensures regulatory compliance, protects Association assets, and delivers consistent, professional service to residents. This position provides operational oversight and support for the High Knob Property Owners Association and its wholly owned utility company, High Knob Utilities.

The Field Service Manager **does not set policy** but implements and enforces policies, governing documents, and Board directives.

Core Responsibilities

1. Staff Supervision and Workforce Management

- Direct and supervise field staff in accordance with Board-approved policies and labor standards.
- Assign daily work orders and priorities via group communication by 6:30 a.m., Monday–Friday.
- Adjust work assignments throughout the day as conditions, weather, or emergencies require.
- Monitor emergency service calls, document response actions, and report outcomes.
- Confirm completion and status of all assignments at the end of each workday.
- Coordinate with the Office Administrator to maintain accurate personnel records.
- Review and approve weekly timecards and labor reports for field service and office staff.
- Conduct monthly staff meetings focused on safety, efficiency, and continuous improvement.

POA Best Practice: Clear supervisory authority with documented communication, accountability, and timekeeping.

2. Road Maintenance and Asset Management

- Oversee maintenance of all Association-owned paved and unpaved roads.
- Respond professionally to homeowner concerns and coordinate corrective action.
- Manage roadside debris removal, vegetation control, and general cleanliness.
- Conduct routine road inspections:
 - Primary roads every two days or as weather conditions require
 - Secondary or back roads weekly
- Coordinate grading of dirt roads and drainage maintenance to prevent erosion.
- Inspect, document, and manage blocked culverts:

- Notify property owners in writing
- Address immediate safety hazards and document corrective action
- Notify designated Board member when billing or enforcement is required
- Coordinate annual or post-project road line painting.
- Develop scope of work and solicit bids for resurfacing and major road projects.
- Review bids and provide written recommendations to the Board.
- Monitor contractor performance and confirm completion before financial approval.

POA Best Practice: Preventive maintenance, documentation, competitive bidding, and Board oversight of capital projects.

3. Common Area and Grounds Maintenance

- Oversee mowing and maintenance of all common areas.
 - Ensure safe, clean, and accessible common spaces for residents and guests.
 - Conduct weekly inspections of playground equipment and report safety concerns promptly.
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4. Coordination with Water Utility Operations (HKUI)

- Provide field staff support to the Water Operator upon request.
- Coordinate staffing schedules and estimated labor time.
- Ensure staff operate under the direct supervision of the Water Operator for water-related tasks.

POA Best Practice: Clear separation of authority and compliance with utility regulations.

5. Facilities Maintenance and Oversight

Pool Facilities

- Oversee daily, monthly, and annual maintenance.
- Coordinate seasonal opening and closing.
- Identify and report projected repairs and capital needs prior to each season.

Clubhouse and Office

- Apartment: Coordinate emergency and routine repairs, including HVAC and appliances.
- Office: Maintain all non-IT systems and infrastructure.
- Interior clubhouse: Oversee interior repairs excluding appliances.
- Exterior: Grounds upkeep and exterior washing every two years or as needed.

Recreational and Access Facilities

- Tennis courts: Weekly inspections, debris removal, and power washing as required.
- Front and rear gates:
 - Verify proper operation and reset systems as needed
 - Inspect lighting and security cameras weekly
 - Document and report illegal dumping or suspicious materials
 - Notify office of parking or vehicle violations per Association policy

Other Assets

- Water company facilities and storage areas
- Mailboxes and associated structures

POA Best Practice: Asset preservation through routine inspection, documentation, and risk mitigation.

6. Snow and Severe Weather Operations

- Procure snow and ice control supplies in advance.
 - Prepare and maintain snow removal equipment.
 - Develop weather-based response plans.
 - Coordinate staff for continuous snow removal operations, prioritizing main roads and emergency access.
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7. Emergency Response and Risk Management

- Maintain 24/7 emergency response capability.
- Establish and update a rotating on-call schedule weekly.
- Document emergency incidents and report significant events to the Board.

POA Best Practice: Risk management, resident safety, and documented emergency protocols.

8. Budgeting, Reporting, and Board Communication

- Prepare an annual operating and maintenance budget for Board review.
- Track expenditures against approved budgets.
- Submit weekly operational summaries.
- Present a written monthly report at Board meetings detailing:
 - Completed work
 - Ongoing projects
 - Budget status
 - Risks and recommendations

POA Best Practice: Transparency, fiscal accountability, and informed Board decision-making.

9. Architectural and Construction Oversight

- Review homeowner construction and improvement requests for operational impact.
- Refer requests that may conflict with governing documents to the Board or ARC.
- Monitor active construction for compliance with approved plans.
- Conduct routine inspections for road damage or violations.
- Coordinate water hookups and taps.
- Verify required county permits are posted.
- Coordinate with county agencies as required.

POA Best Practice: Consistent enforcement, documentation, and protection of Association assets.

Qualifications

- Experience in POA operations, facilities management, public works, or field services.
 - Demonstrated supervisory and project management skills.
 - Knowledge of preventive maintenance, contractor oversight, and budgeting.
 - Strong communication and documentation abilities.
 - Ability to work independently while maintaining Board accountability.
 - College degree preferred in related operations but not a firm requirement.
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Key Performance Indicators (Recommended)

- Road and facility condition ratings
- Emergency response time
- Budget adherence
- Staff productivity and attendance
- Resident service resolution time
- Compliance with inspection schedules