

BOARD POLICY RESOLUTION No. 32 (“BP 32”)

GENERAL MANAGER

WHEREAS Article V, Section 6.3 of the Corporate Bylaws empowers the Board of Directors (“Board” or “Directors”) of the Recreation Centers of Sun City, Inc. (“RCSC” or “Corporation”) to adopt Policies (“BP” or “Policies”) not in conflict with the Restated Articles of Incorporation (“Articles”) or the Corporate Bylaws (“Bylaws”).

WHEREAS the Articles and Bylaws must take precedence over Board Policies and the definitions in the Bylaws must apply. The following Board Policy must provide instruction, direction and guidelines regarding the General Manager and must remain in effect until such time it is amended or removed by the Board.

NOW, THEREFORE BE IT RESOLVED the Corporation must adhere to the following policy regarding the General Manager:

Any successful candidate for General Manager must be approved by the majority of the Board of Directors. The General Manager cannot be terminated without a majority approval of the Board of Directors.

The General Manager (“GM”) is responsible for the corporation’s entire operations and reports directly to the Board of Directors. It is the GM’s responsibility to implement Board decisions and initiatives in compliance with the Corporate Documents, as well as to maintain the operation of the corporation with senior management’s assistance. GM job performance review will be conducted annually by the President, with input from the Board of Directors.

GM’s key duties and responsibilities are as follows:

- A. The GM is charged to operate according to the published Mission, Vision and Values statements.
- B. Responsible for leading and directing supervising all aspects of operations, communications and personnel of RCSC. The GM is given the authority to make all management decisions to meet her/his responsibilities, to include any and all expenditures, as long as such expenditures are maintained within the major categories of the approved annual budget. Major categories consist of Building and Infrastructure, Member Services, Food Service, Bowling, Golf, and General and Administrative. Transfer of budgeted funds between major categories must be approved by the Board of Directors.
- C. Utilize sound principals of practice and fairness for all Cardholders, homeowners and employees in accordance with RCSC policies.
- D. Guide and facilitate strategic planning. Work with the Board to sustain financial stability. Assure ongoing fiscal ability to implement long range plans for RCSC facilities and infrastructure. The GMs primary goal is efficiently providing services to RCSC Cardholders.
- E. Promote infrastructure and facility enhancements to ensure that facilities are safe and aesthetically appealing and promote programs that enhance the overall Sun City AZ experience.
- F. Responsible for providing high standards of customer service and operation of RCSC facilities.
- G. Ensure compliance with all local, state and federal laws, the Restated Articles of Incorporation, Corporate Bylaws, Board Policies, personnel policies and all other corporate rules & regulations.
- H. Develop and comply with personnel policy, standard operating procedures, and departmental policy and procedures.

- I. Provide oversight for the negotiation and control of all contracts, such as those related to construction projects, rental tenants, purchased services, facilities maintenance and purchasing agreements.
- J. Develop and administer, along with Senior Management, statistical indicators to evaluate ongoing services, facilities and personnel and direct new services as appropriate.
- K. Implement marketing for Sun City AZ and RCSC along with management.
- L. Provide supportive guidance to facilitate the timely and responsive oversight of employee coaching, recruitment, orientation and retention.
- M. Assure appropriate record keeping is maintained, including but not limited to, incidents reports relative to safety, security and environmental concerns.
- N. Attend meetings for RCSC and serve as liaison between the Board, personnel and Cardholders.
- O. Manage legal matters for the corporation.
- P. Responsible for maintaining the confidentiality of any and all Board and Corporate business where confidentiality is required.
- Q. The GM is authorized to resolve RCSC Cardholder and Sun City property owner issues, including but not limited to; annual property assessments, preservation and improvement fees (PIF), capital improvement fee (CIF), transfer fees, late fees, lien fees, and interest charges.
- R. The GM shall meet twice monthly with the President and Vice President to update them on any and all issues of concern to the GM, President or Vice President.
- S. The Board Coordinator reports to the Board President, not the GM.
- T. The GM and the Board shall use the Performance Matrix in the operations of the RCSC.
- U. The GM shall present a forecast session monthly to the Board prior to the Board Meeting of all expected changes planned in the next three (3) to four (4) months.

Management consists of employees designated by title by the GM.

BE IT FURTHER RESOLVED that a copy of this resolution must be posted on the RCSC website for members and must be made available to members upon request at no cost.

Adopted and signed this 31st day of October, 2024 at a duly called Board meeting by a majority (5) of the Recreation Centers of Sun City, Inc. Board of Directors.

ATTEST:

Tom Foster, Board President

Connie Jo Richtmyre, Secretary