

STARTING A NEW JOB, POSITION OR CONTRACT

What you need to know!

WORDS JOHAN KRUGER

Transitioning into a new position, a new job or a new contract is probably the most challenging for a manager! Historians even judge the success of the Presidents of the United States on his first 100 days in office. The excitement of the new job, the promotion, the new season, extra money and extra responsibility quickly fades after the first Directors' meeting or the meeting with "that" resident.

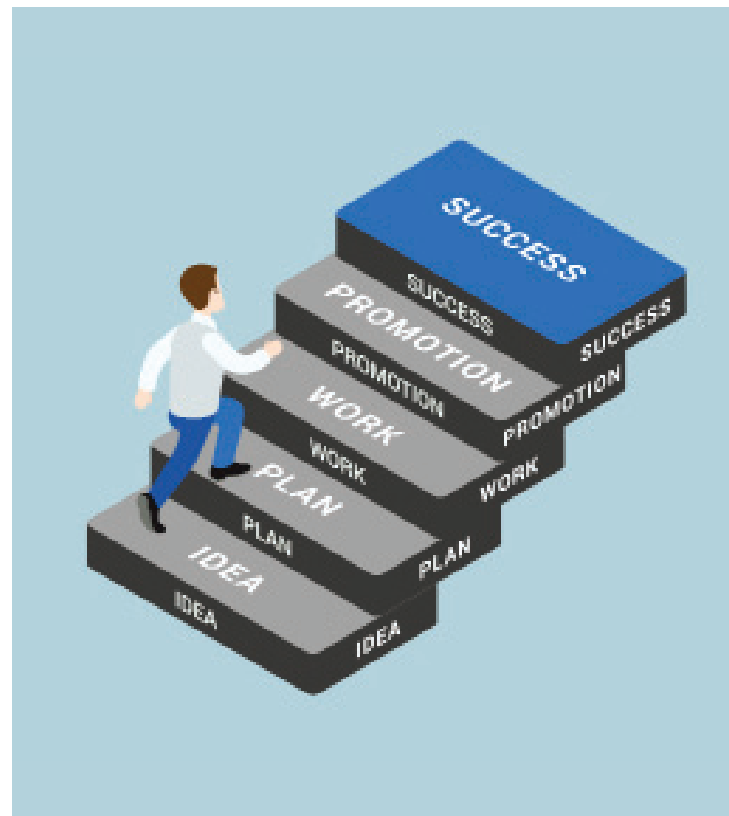
As a present-day manager, you also appoint new staff or contractors from time to time and it's therefore valuable to view the situation from both sides. Imagine the excitement of the new job and there is no office, desk or chair available. Waiting for your computer or cell phone quickly puts a damper on the new-found energy too! Numerous books have been published on this topic over the years, especially with Millennials entering the market place, but reading these books does not necessarily make it easier in the beginning.

Drawing from personal experience, Community Association Managers and service providers, I hope to provide a few practical and real examples to make the first 100 days smoother:

READ

Read and research as much as possible on the HOA before the time and in those first 100 days. Most of the reasons why things are done the way they are will be found in the filing system and the governing documents are a good place to start at. It should include the following:

- Memorandum of Incorporation (MOI)
- Sporting clubs' Constitutions and Rules
- Various rules including the House, Estate, Building, Aesthetics, Contractors rules, Policy, Procedures
- Process manual (if it exists)
- Various minutes of the AGM, Directors and Committees meetings
- Resolutions adopted by the Directors
- Existing contracts and Service level agreements with Service providers



- Conditions of Establishment and this should be available from the Local authority or approach a town planner in this regard
- Environmental Impact Assessments done and Records of Decisions applicable to the Development and HOA
- Study as many of the previous approved Budgets as possible, this will give you very clear picture of the HOA's actions over the last few years and remember, it will be your responsibility soon
- Read up on the history of the estate and the local area

Starting a new contract, as a service provider, should not exclude you from reading the above-mentioned documentation!

MEET

Meeting with the various roles players early on to quickly establish a good rapport and you can find the go-to-man to assist you early on in a bid find your feet. In the beginning everyone is eager to meet the new manager or staff member and are willing to give their time and mostly importantly their expert advice. Meet and listen, especially to the so-called difficult owners, but do not forget previous staff and service providers. The best input in your meetings will come from the foot soldiers, workers, labourers, guards, cleaners etc. who observe and experience everything, but are never asked for their input and opinion.

As the new service provider, it will help to ensure that you understand the HOA's needs after marketing concluded the deal and insist that senior management is present on the day of the contract commencement and attend the first operational meeting.

COMPLETE

The first 100 days of your new position will be hectic, crazy busy, you will feel in over your head, trying to find your feet, but it is most important to complete your tasks. You should not only be physically present, but also emotionally present to able to complete the job. You were chosen to lead the team and do not disappoint. Set small targets and again the problems are the same, but the solutions are local.