

GENERAL MANAGER PROFILE: OCEANA KEY BISCAYNE CONDOMINIUM ASSOCIATION KEY BISCAYNE, FL

THE GENERAL MANAGER OPPORTUNITY AT OCEANA KEY BISCAYNE CONDOMINIUM ASSOCIATION

The Oceana Key Biscayne Condominium Association (OKBCA) is seeking a dynamic and experienced General Manager to lead the operations of its premier luxury residential community. This vital role entails overseeing all aspects of property management, resident services, staff supervision, vendor relations, and financial stewardship. The ideal candidate will possess a strong background in high-end condominium or hospitality management, a commitment to delivering excellence in service, and exceptional communication and leadership skills. This is an exciting opportunity to join a prestigious oceanfront community and help ensure the continued success and smooth operation of one of Key Biscayne's most desirable addresses.

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

ABOUT OCEANA KEY BISCAYNE CONDOMINIUM ASSOCIATION

Oceana Key Biscayne Condominium Association governs an ultra-luxury oceanfront community located in Key Biscayne, Florida. Completed in 2014–15 by Consultatio and designed by Arquitectonica with interiors by Yabu Pushelberg, the development covers 10.3 acres and features two 14 to 15-story towers, comprising 142 exclusive residences along with 12 standalone villas.

Floor plans range from generous 1,750 sq ft to expansive 7,500 sq ft homes, each showcasing high-end finishes, private staff quarters, oversized balconies, and private elevator access. The Association maintains resort-style amenities—including 500 ft of private beach, lap and relaxation pools, poolside dining, spa, gym, tennis court, children's center, media room, putting green, and 24-hour concierge and security—and oversees common landscaping, cabana and beach services, valet, golf cart parking, and gated entry.

This meticulously crafted community embodies the highest standards of luxury, exclusivity, and contemporary island living on Key Biscayne.

OCEANA KEY BISCAYNE CONDOMINIUM ASSOCIATION BY THE NUMBERS:

- OKBCA has a budget of approximately \$9M
- The poolside restaurant is operated by a third party.
- The fitness/wellness operation is equipped with state-of-the-art equipment and services.
- The Association employs over 60 full-time year-round employees.
- The Association has a solid reserve of capital resources and consistently operates with a balanced budget.
- Approximately 40% of the members live in the community year-round.

OCEANA KEY BISCAYNE CONDOMINIUM ASSOCIATION WEBSITE: www.oceana-keybiscayne.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager (GM) oversees all daily operations of OKBCA, including common areas, infrastructure, amenities, staff, and resident programs. The GM ensures excellence in service delivery, Board and Committee coordination, and member engagement. Ideal candidates will bring a strong track record in luxury residential or resort communities, with a leadership style rooted in accountability, continuous improvement, and team development.

FINANCIAL ACUMEN & GENERAL EXPECTATIONS

- Develops annual goals and objectives that inform the operating and capital budgets; manages resources to meet or exceed targets while reporting regularly to the Board and Finance Committee.
- Proactively identifies variances, reduces inefficiencies, and enhances amenity utilization without compromising resident satisfaction.
- Plays a key role in strategic planning, real estate positioning, and broker/community engagement, considering evolving resident demographics and expectations.
- The GM benchmarks OKBCA against new and existing communities and trends through market research and networking with industry professionals.

MEMBER/RESIDENT RELATIONS

- Provides sincere and visibly engaged leadership and interaction with OKBCA community members. He or she is a consistent and positive force behind the creation and continuous enhancement of all aspects of OKBCA, supporting the overall values of the property within the community.
- Ensures that members have consistent opportunities to provide input, suggestions, observations and concerns about all aspects of the Association and he or she, in turn, has multiple opportunities for communication and information exchange back to each constituency.

EMPLOYEE RELATIONS

- Recognizes, respects, and supports the contributions of direct reports and staff, celebrating their successes, and holding them accountable for achievement of agreed-upon annual and more frequently determined goals and objectives.
- Proactively works in concert with the Board and Committees, as appropriate, to keep them informed on all department head compensation, benefits, performance appraisal, disciplinary and other significant personnel actions.

COMMUNICATIONS & INFORMATION EXCHANGE

- Serves as a primary liaison and communicator with residents and staff, ensuring timely, professional messaging.
- Actively listens to community input and promotes informed decision-making.
- Ensures compliance with Florida COA laws, governing documents, and open meeting requirements.
- Utilizes modern technologies and social media to enhance communication and engagement.

LEADERSHIP & MANAGEMENT

- Leads effectively in emergency situations, including hurricane response and crisis management.
- Partners with the Board and Committees to guide policy and support strategic initiatives.
- Oversees all capital projects and ensures proactive facilities maintenance and budgeting.
- Continuously evaluates and improves services and amenities to increase resident satisfaction and property value.
- Maintains an organizational structure that promotes accountability, efficiency, and service excellence.
- Upholds the highest standards of integrity and professionalism in all operations.

INITIAL PRIORITIES

- Establish a strong presence across the community and attend all meetings to build relationships and understand OKBCA's culture.
- Review OKBCA history, amenities, financials, and service expectations.
- Assess current staff structure and recommend improvements to elevate service.
- Implement a formal performance review system and set clear staff goals.
- Analyze amenity use and expenses; provide data-driven recommendations for long-range planning.
- Manage to budget while aligning resources with resident expectations.

CANDIDATE QUALIFICATIONS, SKILLS, AND COMPETENCIES

- Minimum 7–10 years of progressive leadership experience in facility and staff management, community association or resort operations, or a related field—preferably in upscale, environmentally conscious communities or destination properties. Familiarity with project management, municipal coordination, and regulatory agencies is a plus.

- Direct experience managing a residential community association is required; prior involvement with oceanfront properties is strongly preferred.
- Proven general management skills with strengths in team leadership, financial oversight, high-level resident service programming, strategic planning, and project execution.
- Exceptional communication abilities—both written and verbal—with the professional presence to engage effectively with unit owners, staff, vendors, and board members. A visible and approachable management style is essential.
- Demonstrates a sharp business and entrepreneurial mindset with a commitment to enhancing the resident experience and long-term community value.
- Experienced in non-profit governance with volunteer boards and committees; skilled in consensus building and collaboration.
- A natural team builder and mentor who fosters a culture of accountability, respect, and high performance through clear expectations and ongoing support.
- Extensive project management experience, from planning through execution.
- Presents a polished, professional image consistent with the expectations of a luxury community.
- Strong attention to detail, organizational skills, and a commitment to excellence in all aspects of operations.
- Charismatic and style-conscious, with a demeanor that aligns with the refined culture of the Oceana Key Biscayne community.
- Food and beverage management experience is required to support the community's elevated resort-style dining and hospitality offerings.
- Bilingual (English/Spanish) strongly preferred.

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 residential community or high-end hospitality/resort experience, and a demonstrated understanding of Florida Chapter 718 and 720 statutes will be considered.
- In addition to being a Florida-licensed community association manager (CAM), industry certifications such as CMCA, AMS, and PCAM are encouraged but optional.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

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 the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Mr. Henrique Cisneros, President, Oceana Key Biscayne Condominium Association**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why OKBCA and the Miami, Florida area will benefit you, your family, your career, and the Association if selected.

You must apply for this role as soon as possible but no later than Friday, July 25, 2025. Candidate selections will occur in early August, with the first Interviews expected in mid-August and the second interviews a short time later. The successful candidate should assume his/her role in early September.

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

“Last Name, First Name - Resume” &
“Last Name, First Name - Cover Letter – Oceana Key Biscayne”
(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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