

## Position Description – CAI-NC Executive Director

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The Executive Director of the [Community Associations Institute North Carolina Chapter](#) (CAI-NC) serves as the chief staff leader of this high-performing 501(c)(6) trade association. As the face of CAI-NC, the Executive Director is responsible for leading and managing its day-to-day operations while ensuring its continued success and alignment with the primary CAI mission of education and advocacy. This pivotal role involves developing and executing strategic initiatives to achieve the chapter's strategic goals set by the Board of Directors efficiently and cost-effectively while driving value for the membership to stimulate sensible growth.

This position offers a dynamic opportunity for a skilled leader to shape homeowner and condominium associations in North Carolina by fostering the professional development of their volunteer leaders and professional managers. A key aspect of the role is developing and promoting educational components and overseeing the delivery of all programs, events, and services.

Reporting to the Board, the Executive Director provides leadership and oversight to all staff and volunteers, manages financial operations and ensures fiscal responsibility. Engaging with members, partners, sponsors, and national CAI to support the mission is an essential part of the Executive Director's responsibilities. Highly developed interpersonal communication skills and the ability to foster successful collaborations with varied internal and external stakeholders are crucial.

This role demands a unique blend of strategic vision and hands-on management. The Executive Director must be adept at listening to and determining industry needs, effectively managing the chapter's daily operations, and driving the organization's long-term goals forward. The Executive Director stewards the brand and protects/grows CAI-NC's reputation statewide and nationally. By balancing these responsibilities, the Executive Director plays a crucial role in ensuring CAI-NC's continued growth, relevance, and impact in the community association industry.

### Essential Responsibilities

#### STRATEGY AND PLANNING

- Collaborate with the Board of Directors to develop and implement the chapter's strategic plan
- Forecast and innovate a future vision for the chapter
- Support the Board in the development and execution of long-term strategic initiatives and short-term goals
- Work closely with volunteer committees and membership to execute strategies
- Monitor, measure, and report progress against the strategic plan to the Board and membership
- Engage in regular personal professional development to sharpen and maintain strategic leadership skills
- Maintain curiosity and openness to new ideas and approaches

#### DELIVERY OF THE EDUCATION and ADVOCACY MISSION

- Direct and promote in-person and virtual learning programs, developing an annual calendar of programming
- Participate in all chapter events and activities
- Evaluate and improve educational programs
- Plan, develop, and implement new learning programs and ideas in collaboration with volunteer leaders
- Oversee development and distribution of educational materials through various channels (email, newsletters, websites, social media)
- Foster the sharing of internal subject matter experts' industry knowledge
- Direct active marketing strategies for chapter events and activities
- Actively promote all industry credentialing, engaging internal stakeholders and educating external audiences

- Attend meetings of national CAI's North Carolina Legislative Action Committee (led by a separate governing body) and support its work as directed by the chapter Board.

### **MEMBERSHIP GROWTH AND RETENTION**

- Develop and implement strategies to enhance value to members and increase participation in CAI-NC activities
- Develop and maintain solid personal relationships with existing members
- Maintain a vigorous recruitment program to attract new members across all areas of chapter jurisdiction
- Work with national CAI to keep chapter member directories current and complete, ensuring equal access to services and information
- Serve as a liaison between members and the CAI-NC Board of Directors and Committees
- Oversee web site structure and content
- Oversee all member mass communications

### **TEAM LEADERSHIP AND ADMINISTRATION**

- Interact proactively with volunteer leadership, including the board of directors and all volunteer groups
- Develop Board of Directors meeting schedules and agendas and review minutes prior to distribution
- Monitor and inspire volunteer activities, ensuring relevant information reaches the Board of Directors
- Work closely with the Board to seek approval for proposed committee chairs, programs and policies
- Assist in strategic recruitment of board members and development of future leaders
- Coach, lead and collaborate with a diverse small team of high-performing remote staff and consultants with varied operational expertise (currently 4 part-time)
- Manage staff effectively, including:
  - Recruiting, hiring, training, supervising, and terminating as necessary
  - Conducting performance evaluations and handling disciplinary actions
  - Empowering staff by capitalizing on individual strengths
- Ensure compliance with all chapter bylaws, policies, and National CAI standards
- Communicate and coordinate effectively with National CAI
- Represent CAI-NC at various meetings and conferences
- Engage legal counsel for specific issues as approved by the Board
- Oversee relevant technology solutions and applications for all operations needs and explore new options

### **FINANCIAL MANAGEMENT & OVERSIGHT**

- Oversee accounting and financial management for a \$600K budget
- Formulate, implement and monitor CAI-NC's annual operating budget
- Provide financial leadership to ensure CAI-NC's financial health and compliance
- Lead coordination with external auditor
- Track, analyze and improve existing revenue streams including registration fees, sponsorships, etc.
- Identify and evaluate potential new revenue sources and recommend to Board of Directors
- Work closely with the Finance Committee

### **Required Education & Experience**

- Bachelor's degree required
- CAE (Certified Association Executive) strongly preferred
- Minimum 5 years of leadership experience in trade association, nonprofit or member organization
- Demonstrated success in organizational leadership and staff management
- Experience working with a Board of Directors and managing fiduciary responsibilities
- Proven track record in strategic execution and operational management
- Experience navigating challenges and opportunities in large, statewide membership organizations

- Meetings and major event planning direct or oversight experience
- Advanced degree a bonus (Management, Psychology, Business, Nonprofit Management, or related field)
- Experience managing remote staff a bonus

### Working Conditions and Physical Requirements

- This is a remote position requiring a home office setup, a personal vehicle, and maintenance of a good driving record. It is expected that the CED will maintain primary residency in NC.
- Engagement as a 1099 independent contractor or W-2 employee are negotiable options
- In-state travel required: mix of day trips (approximately 10/year) and overnights (approximately 10 nights per year)
- Out-of-state travel to national CAI events and personal professional development programs: approximately 10 nights per year
- Standard vision requirements, with or without corrective lenses
- Frequently lifts up to ten (10) pounds; occasionally lifts up to twenty-five (25) pounds
- Occasionally stands, stoops, kneels, crouches, crawls, reaches with hands or arms, and pushes or pulls
- Routinely walks and engages in repetitive motions
- Frequently sits, speaks, hears, and uses hands or fingers to handle, feel, type, or text

### Skills and Attributes

- Self-starter who is comfortable with self-motivation and working independently
- Inspires growth and development in others (staff, board, committees, and volunteers)
- Strong supervisory and leadership skills - excellent at team talent development
- Active listener who seeks input
- Communicates transparently and persuasively with a wide array of constituents, in writing and verbally
- Comfortable with public speaking to groups of 5 to 500 people
- Future-focused, building on organizational history and financial foundation
- Visionary approach to service model, member needs, and industry future
- Excellent analytical, decision-making, and problem-solving skills
- Ability to approach difficult problems from multiple directions and manage conflict
- Competently reads and understands financial statements
- Highly organized, with the ability to prioritize tasks and delegate when appropriate
- Proficiency with MS Office suite and comfort working with a variety of technological applications, including AMS platforms

*This Job Description is not designed to be an exhaustive list of the position's duties, activities, and responsibilities. Instead, it is a summary of the typical duties, activities, and responsibilities, which may change at any time with or without notice.*

### Compensation

Commensurate with experience. Either W-2 or 1099 employment an option.

### To Apply

Please submit resumes to Elisa Pratt, MA, CAE, CVF, Executive Search Advisor, at [elisa@brewerprattsolutions.com](mailto:elisa@brewerprattsolutions.com) and note "CAI-NC ED" in the subject line.

### About CAI

Founded in 1973, Community Associations Institute (CAI) and its 64 U.S. and international chapters provide information, education and resources to the homeowner leaders and professionals who govern and manage

homeowners associations, condominium communities and cooperatives. CAI's 47,000-plus members include community association board members, community managers, association management firms, and other professional companies that support common interest communities. **For more information about national CAI, visit <https://www.caionline.org/>.**

### About CAI-NC

The Community Associations Institute North Carolina Chapter (CAI-NC) is an award-winning organization dedicated to building excellence in community associations across the state. Chartered in 1988, CAI-NC is a top-tier-sized chapter across the national CAI network.

With a sophisticated infrastructure and a clear strategic focus, CAI-NC stands out for its financial stability, efficient operations, and impactful events. The chapter operates with a \$600K annual budget, supported by a lean yet high-performing staff and an 11-member board of directors. CAI-NC's Annual Conference and Expo, attracting more than 700 participants, is currently one of three annual signature learning events complemented by smaller local events across NC throughout the year. **For more information about CAI-NC visit <https://www.cai-nc.org/>.**