WESGLEN HOMEOWNER'S ASSOCIATION

Organizational Chart & Position Descriptions

Organizational Structure

Board of Directors *(Volunteer, Elected Homeowners)*

- **President:** Oreste Grigore
- **Treasurer:** Kimberly Morris
- **Directors:** Yesenia Talavera, Tasneem Doriwala, Jacque Tanzy

Management Company: Associa Chicagoland

- **Community Manager:** Kimberly Warneke

Clubhouse Management

- **Clubhouse Director:** Donna Pienta
- **Clubhouse Manager:** Debra Kozlick

Position Descriptions

Board of Directors: The Board of Directors is responsible for the overall governance of the Wesglen Homeowners Association. This includes setting policy, approving annual budgets, enforcing community rules and regulations, and making major decisions affecting the community. The Board hires and supervises the professional management company.

President: The President leads Board meetings, serves as the official representative of the Association in public matters, works closely with the Community Manager, and ensures that the Board operates in accordance with the governing documents and applicable laws.

Community Manager: The Community Manager oversees the day-to-day operations of the Association. Key responsibilities include communicating with homeowners, managing vendors and maintenance services, collecting assessments, preparing reports for the Board, and enforcing community rules and covenants.

Clubhouse Director: The Clubhouse Director provides overall leadership and operational management of the Wesglen Clubhouse. This position serves as the primary liaison between the Board of Directors, Associa Chicagoland, and the community, ensuring high-quality service delivery and efficient facility operations.

Key Responsibilities:

- Supervise, and manage all clubhouse staff
- Oversee resident communications, including emails, phone inquiries, and in-person concerns
- Manage party rental operations, including deposits and refunds
- Review and process Architectural Review Committee (ARC) applications for completeness prior to Board submission
- Document and process community violations, including photographic evidence, and submit to Associa for enforcement
- Account for all financial transactions processed through the clubhouse, including party rental fees
- Collaborate with the Board of Directors on operational matters, policy development, and special projects
- Prepare and submit reports and items requiring Board review or approval

Clubhouse Manager: The Clubhouse Manager provides operational and administrative support to the Clubhouse Director and plays a critical role in the daily management of the facility. This position requires strong organizational skills, attention to detail, and the ability to work independently.

Key Responsibilities:

- Assist the Director with violation enforcement, resident concerns, and special projects
- Serve as Manager on Duty for parties and events
- Process payroll for all clubhouse employees and submit required documentation to Associa
- Prepare and submit 401(k) contribution information
- Provide administrative support, including document preparation, postcards, updates to the Wesglen information booklet, staff training, editor of the newsletter and other clerical duties
- Fill in at the Front Desk as needed
- Support all major community events and holiday parties (Easter, Christmas, Summer Fest, Fishing Derby, etc.)

Front Desk Attendants *Number of Employees: 8*

Front Desk Attendants serve as the primary point of contact for residents and guests at the Wesglen Clubhouse. They are responsible for delivering exceptional customer service and ensuring the smooth daily operation of the facility.

Key Responsibilities:

- Greet and check in residents and authorized guests using the clubhouse management system
- Register new residents, including capturing photographs for the check-in database
- Process party rental bookings, collect required information and payments, and supervise events to ensure compliance with clubhouse policies
- Answer incoming telephone calls, respond to resident inquiries, and address concerns professionally and promptly
- Distribute Architectural Review Committee (ARC) forms and other required documentation
- Issue fishing identification cards for residents
- Perform general cleaning and maintenance of the clubhouse to maintain high standards of cleanliness and presentation

- Provide pool area check-in services during the summer season
- Assist with additional administrative tasks as needed

Pool and Gym Attendants *Number of Employees: 5–6 (Seasonal)*

Pool and Gym Attendants are responsible for maintaining a safe, clean, and welcoming environment in the pool and fitness areas during the operating season.

Key Responsibilities:

- Check in residents and authorized guests to the pool facility
- Monitor and supervise the pool, deck, and surrounding areas to ensure safety and policy compliance
- Clean and maintain locker rooms, restrooms, and common areas, including mopping and sanitizing surfaces
- Clean and organize gym equipment and fitness areas on a regular schedule
- Manage lost and found items for the pool and gym facilities
- Perform other cleaning and support duties as assigned

Maintenance Technician *Number of Employees: 1*

The Maintenance Technician is responsible for the repair, upkeep, and general maintenance of the Wesglen Clubhouse facilities and community grounds. This role requires a proactive, versatile, and safety-conscious individual capable of performing a wide variety of skilled and semi-skilled tasks.

Key Responsibilities:

- Perform repairs and maintenance throughout the clubhouse and exterior areas
- Conduct routine and preventive maintenance on building systems, including HVAC, plumbing, electrical, and fixtures
- Collaborate with the Village on community infrastructure such as sprinkler systems
- Maintain and repair community vehicles (Gator and Polaris) as needed
- Set up and tear down tables, chairs, and equipment for meetings, events, and parties
- Install and remove holiday decorations throughout the community
- Perform snow removal duties, including shoveling sidewalks and plowing parking lots

- Complete additional maintenance tasks as assigned across the Wesglen community

Community Clean-Up and Pond Patrol *Number of Employees: 1 (plus 1 seasonal summer assistant)*

The Community Clean-Up and Pond Patrol team maintains the cleanliness and security of the Association's common areas, with a primary focus on ground cleanliness and pond oversight.

Key Responsibilities:

- Collect and remove trash and debris from all common areas and pond locations daily
- Empty and maintain garbage receptacles throughout the community
- Patrol pond areas to verify that individuals fishing are authorized Wesglen residents
- Perform additional clean-up and community support duties as required
- During the summer months, an additional seasonal employee assists with these responsibilities