

## **The Continental Group Staff and Responsibilities**

1. Brian May, General Manager, CPM<sup>®</sup>, CAM  
Primary liaison to Federation Board of Directors  
Administers master insurance policies  
Oversees all management and business operations at the Kings Point office
  
2. Connie Martin, Assistant General Manager, CAM  
Oversees all management and business operations in General Manager's absence  
Oversees day-to-day landscaping and irrigation issues  
Management representative to Lawn, Landscape & Irrigation Committee and Standing Election Committee  
Annual meeting preparations and notices  
Association reserve schedules  
Federation Election preparation and logistics  
Assists Federation and association Boards in day-to-day operations  
Other duties as assigned
  
3. Peter Schmidt, Accounting Manager, CAM  
Direct supervisor for Accounts Payable and Receivable Specialists  
Prepares monthly and year-end financial statements for associations and Federation  
Management Representative to Finance Committee  
Assists association Boards in day-to-day operations  
Other duties as assigned
  
4. Colin Stutesman, Contract Administrator, CAM  
Works with Federation Board and committees on all bulk service contracts  
Oversees bulk contract services and compliance  
Oversees damage claims and repairs, alteration request and vendor compliance  
Handles all painting, roofing and capital improvement contracts and warranties  
Management representative to Contracts Committee  
Assists association boards with day-to-day operations  
Other duties as assigned
  
5. Libby Hernandez, Operations Manager, CAM  
Processes alteration requests  
Maintains vendor information for compliance with license and insurance requirements  
Writes association violation letters  
Collects and maintains 55+ census information  
Management representative to Communications Committee  
Assists association Boards with day-to day operations  
Other duties as assigned
  
6. Louise Landry, Continental Office Supervisor  
Federation Recording Secretary  
Oversees front desk services  
Processes Transfer and Lease Applications  
Directs Board and resident inquiries to appropriate destination  
Enters pest control service requests  
Orders and controls inventory of office supplies  
Oversees office janitorial services  
Other duties assigned

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7. Deb Malek, Financial Specialist  
Produces monthly financial reports  
Other duties as assigned
  
8. Tammy Lee, Accounts Payable Specialist  
Remits association contract and vendor payments  
Maintains pet deposit records  
Assists Boards with reserves transfers, vendor payment information and check requests  
Other duties as assigned
  
9. Michele Rittberg, Accounts Payable Specialist  
Collects resident maintenance fees  
Delinquencies and liens  
Maintains unit owner database  
Assists Boards and residents with maintenance fee issues  
Other duties as assigned
  
10. Stormy Holloway, Executive Assistant  
Receives calls to the landscaping and irrigation request hotline  
Communicates with Board and POC calls for landscaping and irrigation  
Enters landscaping and irrigation work orders into system  
Administrative support to General Manager and Assistant General Manager  
Other duties as assigned
  
11. Bill Kattenhorn, Landscape Maintenance Coordinator  
Inspects landscaping, irrigation and repair and maintenance activities under the supervision of Contract/Management team  
Processes repair and maintenance service requests  
Produces quality assurance reports  
Assists Boards and residents with service issues or problems  
Assists Contract Administrator with vendor contract adherence  
Other duties as assigned
  
12. Theresa Belknap, Customer Service Representative  
Directs Board and resident inquiries to appropriate destination  
Enters pest control service requests  
Other duties as assigned
  
13. Denise Shapaka, Customer Service Representative  
Directs Board and resident inquiries to appropriate destination  
Enters pest control service requests  
Conducts new owner orientation sessions  
Other duties as assigned
  
14. Ashley May, Customer Service Representative (part time)  
Directs Board and resident inquiries to appropriate destination  
Assists in all departments as needed  
Other duties as assigned