

# OCEAN PINES ACADEMY

*Living. Learning. Leading.*

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# Academy Introduction & General Manager's Message

Ocean Pines General Manager  
John Viola



# PURPOSE

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The purpose of the Ocean Pines Academy is to give Ocean Pines property owners a comprehensive and in-depth look at the many facets of the Ocean Pines Association to promote a greater understanding of and to develop effective leaders in the community.

# Academy Topics

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## ☐ Introduction & Welcome from the General Manager

- ☐ Board of Directors
- ☐ Elections
- ☐ Finance
- ☐ Human Resources
- ☐ Information Technology
- ☐ Food & Beverage
- ☐ Public Works / CPI
- ☐ Bainbridge Project, Beautification & Strategic Planning
- ☐ Recreation & Parks
- ☐ Racquet Sports
- ☐ Marinas
- ☐ Golf
- ☐ Aquatics
- ☐ Marketing & Public Relations
- ☐ Police
- ☐ Fire Department
- ☐ Ocean Pines History
- ☐ Ocean Pines Governing Documents

# Ocean Pines Vision

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**Ocean Pines will be a premier resort community, offering exceptional value and quality of life to property owners who are diverse in age, economic status and interests.**

# Ocean Pines Mission

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**Provide the governance, administration, facilities, services, and amenities that are necessary to make Ocean Pines an attractive, affordable, safe and enjoyable place to live and work.**

# Department of the General Manager

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## General Manager

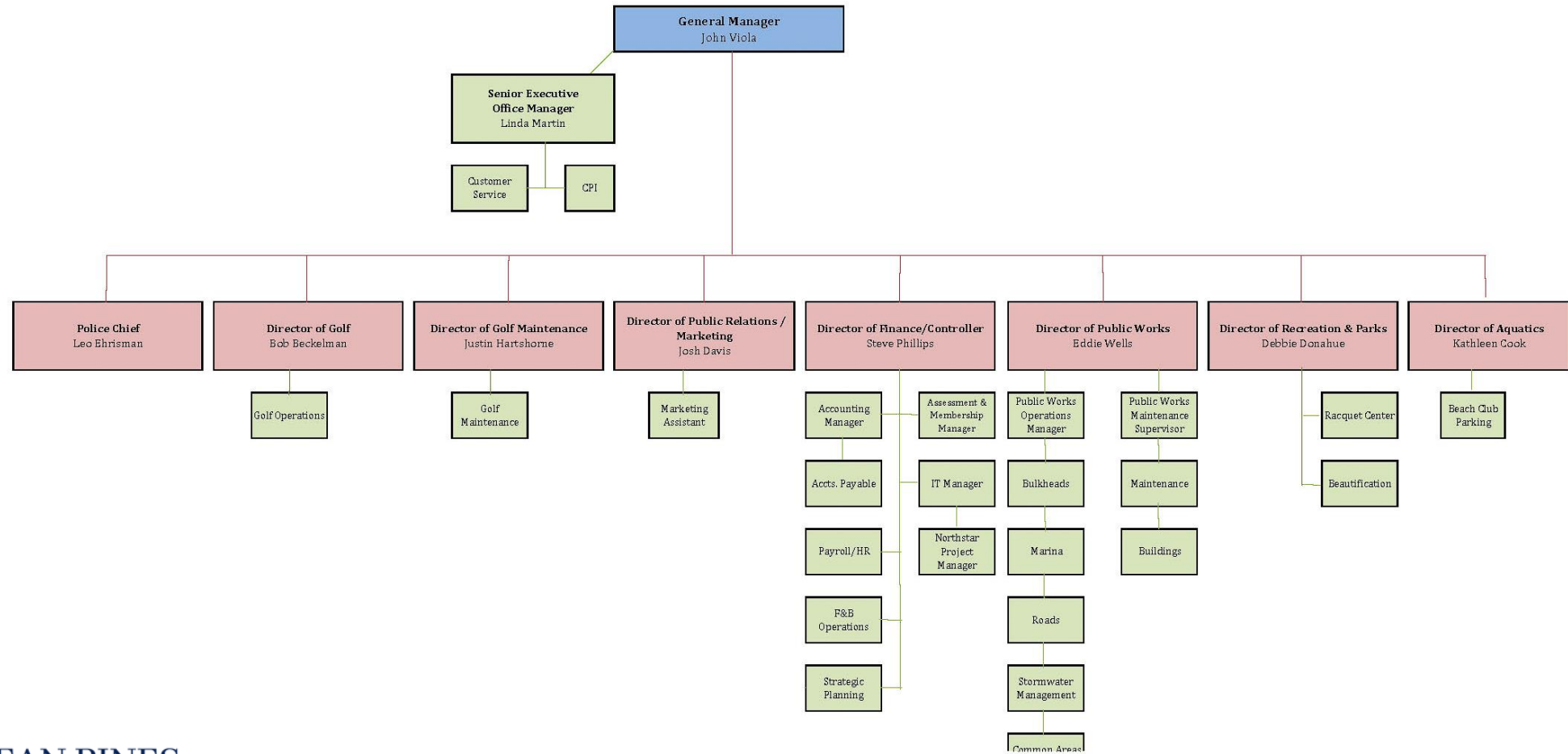
- Runs the day-to-day operations of the Association, including managing up 250+ employees in season
  - Executes and administers the policies of Ocean Pines
  - Develops and oversees budget needed to effectively manage the operations of the Association
  - Oversees external operations, such as relations with property owners

## Senior Executive Office Manager

- Offers executive support to the General Manager, Board of Directors and Staff



# Ocean Pines Organizational Chart





# Staff

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## Staff members presenting information for the Ocean Pines Academy demonstrate:

- ☐ A blend of **experience** and **new ideas & talents**
- ☐ **Bench strength** achieved through **cross-training**: staff members are able to oversee a variety of tasks throughout AND across departments
- ☐ Possession of **skill sets** required to **competently** and **confidently** manage their duties – both assigned and unassigned

Staff members  
presenting information  
for the Ocean Pines  
Academy are highly  
qualified in their  
departments:

# Staff

## Finance

- Public & private, for-profit & non-profit accounting experience
- CPA certifications
- MBA degrees

## Administration/Public Works/IT/Marketing

- Over 40 years of combined experience in Ocean Pines
- Financial and customer relations experience
- Serve on community boards
- Industry-specific certifications

## Amenities/Rec & Parks

- Hold degrees specific to their areas of expertise
- Members of professional organizations
- Management experience
- Volunteer experience
- Industry award winners

## Police/Fire/EMS

- Industry leaders
- Close to 40 years of combined experience in Ocean Pines and 65 years of experience in the field
- Leadership training/education
- Industry-specific certifications

# Contact

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## General Questions & Concerns

**info@oceanpines.org**

**410-641-7717 or 410-641-7747 (after hours)**

# Contact

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**General Manager John Viola**

[jviola@oceanpines.org](mailto:jviola@oceanpines.org)

**Senior Executive Office Manager Linda Martin**

[lmartin@oceanpines.org](mailto:lmartin@oceanpines.org)

**410-641-7717**



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The Ocean Pines Association is fortunate to have a team of experienced, highly qualified and dedicated staff members who work together daily to deliver effective and efficient results. As a resident here for over 10 years, I have a deep appreciation for the people, amenities, and services that make Ocean Pines such a great place to live, work and play.

-John Viola

Ocean Pines General Manager

General Manager