



AKAM

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Board Member Roles & Skills Guide

[AKAM.COM/BOARD101](https://akam.com/board101)

Board Member Roles & Skills Guide

EVERY BUILDING IS DIFFERENT.
BUT EVERY BOARD NEEDS BALANCE.

Whether you're just stepping into a leadership role or looking to understand who does what on the board, this guide gives you a clear picture of each role — and the people skills that make it work.



BOARD PRESIDENT

The Role:

- Presides over meetings and sets the tone for collaboration
- Serves as the board's main liaison with AKAM and legal counsel
- Leads agenda-setting, prioritization, and strategy
- Has signing authority and decision-making responsibility between meetings

Soft Skills that Help:

- Diplomacy under pressure
- Clear communication
- Confidence without ego
- Ability to listen and build consensus

AKAM Tip: Great presidents delegate well. They focus on big-picture decisions and lean on the management team for operations.

TREASURER

The Role:

- Oversees the property's finances in collaboration with AKAM's client finance team
- Reviews monthly financials, budget proposals, and reserve plans
- Helps translate numbers for fellow board members and residents
- Flags concerns and works with AKAM on audits, assessments, or large expenditures

Soft Skills that Help:

- Comfort with numbers (not expert-level accounting)
- Detail oriented
- Integrity and transparency
- Willingness to ask tough questions

AKAM Tip: Our financial experts do the heavy lifting. You bring curiosity and stewardship — we'll provide the models, data, and guidance.





SECRETARY

The Role:

- Maintains meeting minutes and board records
- Works with AKAM to ensure documentation and notices are timely and accurate
- May assist in resident communications or policy documentation

Soft Skills that Help:

- Organization
- Reliability
- Strong writing and editing
- Discretion and confidentiality

AKAM Tip: Many secretaries partner with our team to co-edit agendas and minutes. We're happy to help keep things compliant and clear.

GENERAL BOARD MEMBER / DIRECTOR-AT-LARGE

The Role:

- Participates in meetings, decisions, and committee work
- Votes on contracts, budgets, and building policies
- Serves as a sounding board for residents and fellow board members
- May lead initiatives like events, sustainability, or design projects

Soft Skills that Help:

- Open-mindedness
- Willingness to learn
- Collaborative spirit
- Problem-solving mindset

AKAM Tip: You don't have to be the loudest voice. Showing up, reading the materials, and asking thoughtful questions is leadership too.



WHAT ALL GREAT BOARD MEMBERS HAVE IN COMMON

Across all roles, AKAM has found the most effective board members consistently show:

SOFT SKILL	WHY IT MATTERS
Empathy	You're representing your neighbors. Understanding their concerns builds trust.
Curiosity	There's a lot to learn. Great leaders are open to asking "why?"
Consistency	Showing up prepared builds credibility.
Flexibility	Not every plan will work — adaptability is key.
Respectful Communication	Differences will come up. How you handle them matters.