



Cohere Partners, Inc.

JOB DESCRIPTION: 5/27/2022

TITLE:	Community Manager	FLSA STATUS:	Exempt
REPORTS TO:	Executive Director, West Phoenix	LOCATION:	Alamar, Avondale AZ

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The Community Manager ("CM") for Alamar will model the values of Trust, Reciprocity, Spirit and Legacy while demonstrating leadership and organization that allows owner, stakeholder and team member needs to be met with a high level of satisfaction. Professionalism, exceptional customer service and proactive communication are hallmarks of the role. Working collaboratively with Community Life team members, the CM will oversee all aspects of community governance, engagement and communications including: Board of Director matters; facility operations, maintenance and landscape operations; community standards, Design Review, events and programs. The CM will also be instrumental in the cultivating of community traditions within Alamar. This role is considered a key position and critical to the overall success of community association management in Alamar.

#### Scope

- Manage and carry out daily activities in all aspects of operations, governance, asset management, engagement and communications; work in collaboration with team members to ensure all needs are met across the community.
- Manage Board of Directors functions including scheduling meetings, notification, agenda preparations, Board information package, and related administrative functions.
- In collaboration with the Executive Director, Cohere colleagues and other stakeholders, develop a dynamic community engagement strategy that is reflective of the community brand, vision and culture. Analyze resident surveys and data to provide programming solutions for community needs and create programs that are in line with resident data and interests.
- Lead efficient deployment of Community Concern Forms including tracking, contractor coordination, follow up with stakeholders and electronic documentation of all relevant communication.
- Oversee the compliance process in accordance with stated policy and community guidelines; generate/increase support for and compliance with guidelines through education, communication and relationship building with stakeholders.
- Manage the Design Review Process; receive incoming Design Review Applications; communicate with owners and contractors regarding the guidelines and design review process; prepare weekly Design Review Committee meeting agenda; present applications to the Design Review Committee; follow up with owners or contractors on Design Review Committee decisions.
- Implement education campaigns aimed at cultivating resident buy-in and building grassroots support for the compliance process; develop raving fans and stewards of community standards.

- Interface with association legal counsel as needed on association compliance and design review matters.
- Oversee contractors performing preventative maintenance services and daily maintenance of community assets including landscape, pools, water features, park structures, play equipment and similar assets.
- In partnership with the landscape service provider, establish and participate in weekly landscape service coordination meetings.
- Vet appropriate vendors, service providers and contractors; manage bid and selection processes; prepare contracts and request insurance documents, in accordance with Cohere standards.
- Develop positive working relationships with municipalities, school districts, arts organizations, and other community social, civic, special interest and activity groups; coordinate with City staff on maintenance of shared use areas, such as parks, structures and other amenities.
- Manage turnover of assets, such as parks and common areas, from Developer ownership to Association ownership; participate in walk-throughs with the Developer to ensure all work has been completed and is ready for acceptance by the Association.
- Carry out risk management responsibilities with emphasis on adherence to requirements set forth by the governing documents; monitor property for potential risks and make recommendations to mitigate those risks.
- Recruit, hire and train Ambassadors; ensure staffing levels appropriate to job requirements and seasonal demands; prepare monthly Ambassador staffing schedule; monitor schedule against budget and approved hours.
- Actively manage the association budget and related financial matters, including: monthly financial statement review; cash flow monitoring and management; budget variances; subsidy projections; annual audit review; annual budget preparation; and, in general, compliance with fiscal requirements dictated by the governing documents.
- Work collaboratively with Developer partners and board(s) of directors; ensure fulfillment of Cohere's contractual obligations and scopes of work; provide professional guidance on matters specific to community management and community design and development.
- Seek out service and leadership opportunities amongst non-profits, philanthropic agencies and/or other relevant entities where your contributions are needed and valued; model the way.
- Manage process to acquire necessary permits, licensing and related documents to ensure community activities comply with city, county and state regulations.
- Serve on various committees and councils as needed

#### Attributes

- Outstanding customer service skills and instincts
- Ability to foster a collaborative environment when serving both internal and external customers
- Excellent verbal, written and personal communication skills
- Excellent troubleshooting skills; flexible and nimble
- Conscientious and dependable work ethic and attention to detail
- Organization, prioritization, follow-up and time management skills
- Ability to keep the organization's vision and values at the forefront of decision-making and action
- Ability to establish and convey a sense of purpose in alignment with the values of Cohere
- Innovative and creative problem solving using a "win-win" approach

- Initiative to think, reason and make independent decisions
- Able to work independently and in a team environment
- Enthusiastic, positive and professional demeanor
- Strong management and leadership skills

#### Requirements

- Minimum of five years of progressively responsible, professional community engagement and/or community association management experience
- Bachelor's degree or higher in a relevant field with transferrable skills and knowledge
- Professional certification(s) from the Community Association Institute (CAI) and their professional development program preferred
- Effective contract negotiation and vendor relationship management
- Knowledgeable of facilities management including pools, budgeting, community financials, building trades and landscape management all for large scale community associations
- Knowledgeable in covenants enforcement and architectural guidelines for large-scale communities
- Skilled in community organizing, volunteer management and event planning
- Experience in conducting meetings and taking, transcribing and distributing meeting minutes
- Comfortable speaking before small and large groups
- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint and Outlook

#### Operating Principles

In furtherance of our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do for the community.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer-service.
- Work collaboratively with the community to promote a governance style based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Strive to sustain a level of community maintenance that is best in class.
- Embrace the vision, goals and aspirations of Cohere

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**Cohere is an equal opportunity employer and considers all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.**