



Cohere Partners, Inc.

JOB DESCRIPTION

TITLE:	Commercial Operations Manager	FLSA STATUS:	Exempt
DEPARTMENT:	Operations	CLASS:	Managerial
REPORTS TO:	Director of Operations	LOCATION:	Centerra and Baseline - Colorado

Summary:

The Commercial Operations Manager (COM) will actively support the values, vision and philosophies of Cohere Life, Inc. while demonstrating leadership and organization that allows owner, stakeholder and team needs to be met with a high level of satisfaction. The COM will provide a professional approach grounded in exceptional customer service while utilizing experience, skills, and effective communication in all interactions. Working collaboratively with the Executive Director and the Director of Operations, the COM will oversee all aspects of commercial operations and governance for the Centerra Commercial Owners Association and Baseline Commercial Owners Association, including Board of Director matters; exterior and common area maintenance, and commercial landscape operations; community standards in partnership with the Design Review Committee.

Scope:

- Manage and prepare all board of director functions for the commercial entities including scheduling; meeting notifications; agenda preparation; board information packages; board presentations; preparation of resolutions; and related administrative functions.
- Proactively manage the Association(s) budget and related financial matters including: monthly financial statement review; cash flow monitoring and management; budget variances; annual audit review; annual budget preparation; project buildout budgets and, in general, compliance with fiscal requirements dictated by the governing documents and state law; assist the Director of Finance with annual common area maintenance reconciliation (CAM recon); partner with the Developer and other stakeholders on annual budget preparation.
- Prepare monthly reports for team and the board of directors on governance, compliance, design review and other activities related to commercial association matters. Identify and analyze issues, recommend, and execute action plans for best results.
- Manage critical records of the board including governing documents; resolutions; policies; meeting minutes; community guidelines; and related records.
- Carry out board directives and proactively report outcomes to the board.
- Actively monitor changes to Colorado laws and statutes that may impact or otherwise affect the commercial association.

- Oversee and manage all landscape maintenance, including seasonal snow removal operations for CCOA and BCOA.
- Review and make recommendations on repairs and replacements per association reserve study.
- Vet appropriate vendors, service providers and contractors; manage bid and selection processes; prepare contracts in accordance with Cohere and state standards; review and approve associated vendor invoices.
- Oversee and manage risk management responsibilities with emphasis on adherence to requirements set forth by the governing documents and state law; monitor commercial property for potential risks and make recommendations to mitigate those risks; secure annual insurance coverage as required by the governing documents and state law.
- Conduct property inspections and provide proactive measures to reduce the potential for large repairs and expenses. Manage and participate in monthly OLM walks to ensure the landscape vendor is delivering upon the promised level of care and maintenance in the community.
- Carry out compliance and enforcement 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.
- Interface with association legal counsel as needed on association compliance, design review matters, and Estoppels.
- In partnership with the Cohere communications team, assist in management of all stakeholder communication including website content, email communiques and formal correspondence.
- Support the success of the Cohere operations team by actively participating in monthly meetings; sharing best practice knowledge; collective problem solving; mentoring; and similar practices of highly engaged team members.
- Plan, source vendors for, and manage the execution of seasonal Centerra Commercial Food Truck Round-Ups.
- Proactively contribute to strategic visioning and the development and implementation of work plans for strategic partnerships, philanthropy and community service, leadership development and communications.
- Provide on-the-ground support as needed at other Cohere engagement events, including evenings and weekends. Support will be expected for events at Kinston, The Lakes, Centerra and Baseline.

Attributes

Key attributes for a successful Commercial Operations Manager include, but are not limited to the following capabilities, qualifications and performance skills:

- Outstanding customer service skills and instincts
- Respond in a swift manner to commercial members, vendor partners, and stakeholder
- Ability to foster a collaborative environment when serving both internal and external customers
- Excellent verbal, written and personal communication skills
- Excellent troubleshooting skills
- 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 Community Life
- Innovative and creative problem solving using a “win-win” approach
- Able to work independently and in a team environment
- Project enthusiastic, positive and professional demeanor
- Possess strong management and leadership skills
- Ability to demonstrate flexibility
- Relationship building
- Ability to work with outside entities in partnership for the benefit of the community

Knowledge | Experience

- A minimum of five years progressively responsible, professional commercial property management experience
- Possession of Certified Property Manager designation or similar highly desired
- Proficient in Microsoft Office Suite, including Teams, Word, Excel, Publisher, PowerPoint and Outlook
- Intermediate knowledge of various commercial building types and operations including office/mixed use, educational, warehouse/light industrial
- Knowledgeable in covenants enforcement and architectural guidelines for commercial properties
- Personal skills to include leadership abilities, positive outlook, self-starter, and problem solving
- Possession of a Bachelor’s Degree in a related field preferred
- Effective contract negotiation and vendor relationship management
- Experience in conducting meetings and taking, transcribing and distributing meeting minutes
- Comfortable speaking before small and large groups, virtually and in person.
- Demonstrates effective communication, motivation, cooperation and conflict resolution

Work Environment

- The COM should expect to work a flexible schedule, including evenings, weekends, and some holidays.
- Ability to provide one’s own transportation for off-site programs, meetings with partners, picking up necessary supplies, etc.; must have a current drivers’ license and an acceptable driving record.
- The COM must be able to frequently lift and/or move up to 30 pounds and be on feet for extended periods. Frequently required to stand and walk long distances.

Operating Principles

In furtherance of our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do.
- Encourage a dynamic collaboration between internal and external stakeholders.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer-service.
- Reflect a work style based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Embrace the vision, goals and aspirations of Cohere.

Job Type: Full

Pay: \$63,000 - \$68,000 per year

Benefits:

- 401K
- Dental Insurance
- Health Insurance
- Vision Insurance
- Paid Time Off

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