



Cohere Partners, Inc.

JOB DESCRIPTION

Title: Community Engagement Manager, Partnerships and Volunteerism	FLSA Status: Exempt
Reports to: Executive Director	Location: Eastmark Mesa AZ

The Community Engagement Manager (CEM) of Partnerships and Volunteerism for Eastmark leads the community building effort that results in stakeholder engagement that is meaningful, authentic and collaborative. By bringing residents, neighbors, non-profits, employers, and others together, the CEM fosters a rich expression of community life and builds the framework for a sustainable legacy community.

The CEM plays an integral role in advancing the mission of the Eastmark Community Life Team by fostering unique community partnership and volunteer opportunities for residents to engage and connect, creating a sense of community and lifestyle that sets Eastmark apart from any other place to live. The CEM applies the unique Cohere Community Engagement Model™ to enrich the lives of residents and create communities of substance where civic engagement is valued, volunteerism is celebrated and community leaders are cultivated with intention.

Working in collaboration with internal and external partners, the CEM will implement a strategic framework for stakeholder communications to fulfill key initiatives. The CEM is also responsible for cultivating and maintaining long-term relationships and partnerships that grow the quality of opportunities for residents to become more involved in their community and for partners to have unique opportunities to contribute to community life, generating mutually beneficial partnerships and outreach opportunities.

Job Scope

- In collaboration with the Executive Director, Cohere colleagues and other stakeholders, develop a dynamic multi-faceted community partnership and volunteerism strategy that is reflective of the community brand, vision and culture.
- Proactively contribute to strategic visioning and the development and implementation of work plans for strategic partnerships, philanthropy and community service, leadership development and communications.
- Develop an annual program of work that informs the operating budget and aligns with revenue requirements; monitor monthly financial statements to ensure that programming expenses are in line with budget; control and monitor expenses initiating cost-cutting measures and creative cost-saving solutions in line with budgetary requirements.
- Identify, vet and secure appropriate vendor partners; negotiate pricing and contracts; secure insurance, liability waivers and similar documentation.
- Work collaboratively and creatively with residents, partners, private agencies, and non-profits in the development of programs that provide unique and/or exclusive opportunities for residents and community stakeholders.

- Develop and implement a comprehensive volunteer engagement strategy that leverages resident leaders and influencers to advance and support key events and programs; create committee Charters; recruit committee members; manage committee meetings and related activities.
- Manage the planning and execution of volunteer recognition events.
- Be the primary touch point for existing volunteers, including distribution of information, reminders and follow-up; keep up-to-date information on all programs, calendars, RSVPs and reference materials.
- Actively recruit and build relationships with community volunteers for existing and new community programs at Eastmark; organize and host recruitment events for volunteer opportunities.
- Use fun, creativity and genuine enthusiasm to build relationships with residents; endeavor to understand personal and collective interests.
- In partnership with ED, create an ongoing partnership cultivation plan that culminates in an annual partnership breakfast to establish annual commitments and partnership goals. Create affinity forums of partners as needed and responsive to partnerships.
- Host Eastmark orientation sessions; 101 and any additional resident education sessions to be added.
- Collaborate with internal and external partners to ensure communications and key message points are in alignment with overarching engagement objectives.
- Provide weekly messaging to Communications team to support the Assembly's mission as well as the needs of the Developer, Board, Clubs, Partners and Stakeholders.
- Collaborate with Communications team to provide diverse engagement and enrichment blogs. Pinpoint residents and stakeholders to feature in #iameastmark blogs as well as topics that may function as evergreen educational pieces.
- Support the communications team with implementation and execution of best practices across all platforms.
- Ensure Eastmark and Cohere brand standards are met and consistently applied across all programs and related promotional material.
- Inspire and lead team members, volunteers, contractors and others to achieve desired outcomes.
- Manage process to acquire necessary permits, licensing and related documents to ensure community activities comply with city, county and state regulations.
- Analyze resident and partnership surveys and data to provide programming solutions for community needs and create programs that are in line with resident data and interests.
- In partnership with the Amenity Experience Manager, utilize the Ambassador team as needed to effectively run events and programs.
- Provide cross functional support to the implementation of events and clubs.
- Engage in relevant professional associations and trade groups that provide professional development and ongoing learning opportunities; visibility for Eastmark and Cohere; leadership/volunteer involvement.
- Participate in Cohere Councils of Excellence and engage in ongoing personal and professional development aimed at expanding capabilities, knowledge and passion for the work.
- 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.

## Attributes

Key attributes for a successful Community Engagement Manager of Partnerships and Volunteerism include, but are not limited to the following capabilities, qualifications and performance skills:

- Passion for people; ability to engage in authentic, meaningful ways.
- Creative: imaginative and resourceful.
- Collaborative: fosters partnership and reciprocity among internal and external stakeholders.
- Leads by example; models the way; coaches and develops team.
- Motivating, inspiring; brings out the best in team members, volunteers and stakeholders.
- Empathetic: demonstrates genuine care for welfare of others.
- Diplomatic: seeks to understand all sides of complex issues.
- Expeditious; implements decisions and follows through.
- Focused: organized, efficient, detail-oriented.
- Flexible: adaptable to changing dynamics and priorities.
- Professional: tactful, positive.
- Skilled communicator: verbal and written.

#### Knowledge/Experience

- College degree in relevant field; Bachelor's degree preferred.
- Three years of management-level experience required.
- Three to five years of progressive experience in strategic partnership development, volunteer management, non-profit management, and communications and marketing or related field with transferrable skills required.
- Experience working in a master-planned community setting highly desirable.
- Proficiency in a wide range of software including Microsoft Office Suite, social media channels (Facebook, Instagram, Twitter), WordPress and others; familiarity with HTML, Adobe design suite and photo editing software desirable.

#### Work Environment

The Community Engagement Manager of Partnerships and Volunteerism should expect to:

- Work a flexible schedule, including evenings, weekends and some holidays.
- Comfortable working outdoors in varying weather and being on feet for extended periods of time.
- 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.
- Frequently lift and/or move up to 30 pounds and be on feet for extended periods.

#### 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