



Cohere Partners, Inc.
JOB DESCRIPTION

TITLE:	Community Coordinator	FLSA STATUS:	Non-Exempt
DEPARTMENT:	Engagement/Operations	CLASS:	Administrative – Full-time
REPORTS TO:	Executive Director, Hilltop Club	LOCATION:	Aurora, Colorado Hilltop Club

Summary

The Community Coordinator is a key forward-facing role in delivering outstanding customer experience and actively supporting the values, vision, and philosophies of the company to stakeholders of Hilltop Club Association.

The Community Coordinator sets the tone for customer service and stakeholder interactions and models the qualities of neighborliness and inclusion. As an integral member of the team, the Community Coordinator will contribute to the success of events, programs, and other resident engagement experiences, all of which are designed to create a sense of community and lifestyle that sets Hilltop Club apart from any other place to live.

This position requires an enthusiastic attitude, willingness to work a flexible schedule, and the ability to handle multiple activities with exceptional follow through. The primary goal of the Community Coordinator is to support and manage the administrative duties of the Hilltop Club Community Life Team and the cultivation of stakeholder engagement.

Scope

- Serve as ‘first responder’ and ‘gate keeper’ for Hilltop Club stakeholders; answering questions, providing assistance and responding to needs quickly and accurately (written, phone calls and in-person).
- Handle customer service needs with a friendly and caring –yet assertive – demeanor following standards and guidelines; must be comfortable approaching residents not following policies; capable of handling escalated situations.
- Manage the resident-verification and amenity access process ~~including the security control system~~; maintain access policies and procedures.
- Showcase amenities and programs to prospective residents through Hilltop Club tours.
- Assist the Hilltop Greeters with materials for new residents.
- Manage general office contracts.
- Perform light clean-up; ensure the Hilltop Club property maintains a clean, tidy, professional environment.
- Maintain community records in Cloud-based storage files.
- Support Board-appointed committees as needed.
- Work collaboratively with broader DMB Community Life team and colleagues to identify and implement best practices to ensure efficiencies of scale.

Attributes

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

- Ability to foster a collaborative environment- 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.
- Innovative and creative problem solving using a "win-win" approach.
- Able to ask for help when you need it.
- Possess initiative to think, reason and make independent and effective decisions.
- Able to work independently and in a team environment.
- Outstanding customer service skills including genuine care for making resident and stakeholder interactions positive.
- Project enthusiastic, positive, and professional demeanor.
- Strong project management and leadership skills.
- Ability to demonstrate flexibility.

Qualifications & Requirements:

The following experiences are key to the success of a Community Coordinator:

- Experience in customer service and working in a professional environment required.
- Effective communication, motivation, cooperation, and conflict resolution.
- Proficient in Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook required.
- Possession of a bachelor's degree in a related field preferred.

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-time

Pay: \$40,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

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.