



Cohere Partners, Inc.

JOB DESCRIPTION: 10/28/22

Title: Community Manager	FLSA Status: Exempt
Reports to: Verrado Executive Director	Location: Victory at Verrado, Buckeye AZ

**Summary**

The Community Manager (“CM”) will model the values of Trust, Reciprocity, Spirit and Legacy while demonstrating leadership and organization that allows owners, stakeholder and team 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 team members, the CM will oversee all aspects of community governance including Board of Director matters and the Fair Housing Act: Housing for Older Persons Act (“HOPA”) compliance and work collaboratively to assist with the overall success of community engagement and excellence in community management. This role is considered a key position and critical to the overall success of community association management in Victory at Verrado.

**Scope**

- Create the strategic plan for enriching the lives of the residents in an active, unique and engaging lifestyle.
- Manage and carry out daily activities of engagement, governance, and communications; work in collaboration with Century Golf team members to ensure the resident’s voice is reflected in the strategic and operational decisions.
- Partner with Century Golf leadership to manage the VDA Board of Directors functions including scheduling meetings, notification, agenda preparations, Board information package, and related administrative functions.
- In collaboration with the Executive Director of Verrado, Century colleagues, residents, club leaders 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.
- Manage the Fair Housing Act: Housing for Older Persons (“HOPA”) compliance process in accordance with the community’s governing documents and federal guidelines.
- Implement education campaigns aimed at cultivating resident buy-in and building grassroots support for the community as a whole.
- Interface with association legal counsel as needed on association matters.
- Develop positive working relationships with municipalities, school districts, arts organizations, and other community social, civic, special interest and activity groups
- 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.

- Actively manage the engagement and communications portion of the association budget and related financial matters, including monthly financial statement review; cash flow monitoring and management; budget variances; subsidy projections
- 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.

### **Attributes**

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

- 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

### **Knowledge | Experience**

- Minimum of three years of progressively responsible in an engagement related capacity
- Experience working in an age qualified community association highly desired
- Bachelor's degree or higher in a relevant field with transferrable skills and knowledge
- Effective contract negotiation and vendor relationship management
- 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

### **Work Environment**

- The Community Manager should expect to work a flexible schedule, including evenings, weekends and some holidays.
- Ability to provide one's own transportation; must have a current drivers' license and an acceptable driving record.
- May be required to 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.

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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.**