



Cohere Partners, Inc.
JOB DESCRIPTION: 11/29/2022

TITLE:	Community Coordinator	FLSA STATUS:	Non-Exempt
DEPARTMENT:	Operations	CLASS:	Administrative -Full-time
REPORTS TO:	Executive Director	LOCATION:	Delta Coves - Bethal Island, CA

SUMMARY

The Community Coordinator is a key forward-facing role in delivering an outstanding customer experience and actively supporting the values, vision, and philosophies of the company to stakeholders of Delta Coves. The Coordinator will manage the administrative responsibilities associated with the role, along with supporting implementation of engagement and communications strategies that deliver on the broad, collaborative community building initiatives of Cohere and our clients. This position requires an enthusiastic attitude, willingness to work a flexible schedule, cooperative and positive attitude, and the ability to handle multiple activities with exceptional follow through. The primary goal of the Coordinator is to support and manage the administrative duties of the Delta Coves Community Life Team and the cultivation of stakeholder engagement.

SCOPE

- Lead efficient deployment of Community Concern Forms including tracking, contractor coordination, follow up with stakeholders and electronic documentation of all relevant communication.
- Interpret governing documents and community guidelines to determine compliance and non-compliance issues.
- Perform community-wide compliance inspections; prepare and send all necessary correspondence between the Association and property owners on non-compliance matters in accordance with the Governing Documents.
- Track and monitor community standards; maintain the integrity of all compliance documentation.
- 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.
- Assist Executive Director with all aspects of association board meetings and community member meetings, including operations reporting statistics for board meetings, taking minutes, special presentations and other documents as requested.



- Manage the integrity of all association documents & files; serve as records management coordinator.
- Coordinate with staff to request new vendor quotes, create contracts and master service agreements, and obtain signatures and schedules as needed.
- Administer records management via property transfer software -- Homewisedocs.com; coordinate and perform the Covenants, Conditions, Compliance Inspections (CCI) for re-sales and complete accompanying documentation.
- Respond to inquiries related to the Transfers and Disclosures process; coordinate with the Accounting Team on re- sales, builder sales and all transfer and disclosure documentation.
- Inspect the indoor and outdoor amenities daily to make sure everything is in working order. Work collaboratively with broader Cohere Community Life team and colleagues to mine best practices and ensure efficiencies of scale.
- Support the content curation and production of community collateral, including weekly e-blasts.
- Help monitor, evaluate, and maintain community website content pages as required.
- Support and execute delivery of engagement programs and events inclusive of welcome, leadership, volunteer, and club and group programs and signature events
- Manage technical execution and invoicing for community programs
- Support coordination of educational community-wide workshops, events, and outreach programs to grow community knowledge and familiarity with the community vision, guidelines and architectural standards
- Attend after hours and weekend events and meetings as necessary
- Assist in welcome process of new residents/owners.

ATTRIBUTES:

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

- 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 CoHere
- 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
- Possess comfort with tech tools
- Strong project management and leadership skills
- Ability to demonstrate flexibility

KNOWLEDGE | EXPERIENCE

- Possession of a bachelor's degree in a related field preferred
- Experience in customer service and working in a professional environment required
- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint, Paint, Outlook required
- Comfort with web programs and tools - WordPress and CMS web platforms preferred
- Comfort with Adobe Creative Suite, including Photoshop, InDesign, Acrobat Pro preferred
- Proficient in database management required

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The Community Coordinator should expect to:

- Work a flexible schedule, including weekends and some evenings and holidays.
- 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 PRINCIPALS

In furtherance of our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do for the community.



- Encourage a dynamic collaboration between organizations such as municipalities, school districts, arts organizations, and other community social, civic, special interest and activity groups, leveraging combined talents, energies and resources for the benefit of all community stakeholders.
- 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 simply the finest available anywhere.
- Promote compliance with community rules through education, communication and building grassroots support.
- Embrace the vision, goals and aspirations of Cohere.

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.