



Cohere Partners, Inc.

JOB DESCRIPTION: 10/21/22

Title:	Verrado Assembly, Director, Community Engagement	FLSA Status:	Exempt
Reports to:	Verrado Executive Director	Location:	Verrado, Buckeye AZ

Summary

The Cohere Director, Community Engagement (the “Director”) oversees all aspects of Community Life for the Verrado Assembly including: creating and promoting community vision throughout the community development Life Cycle; developing team and organizational systems; and establishing resource frameworks for all community disciplines including community affairs, engagement, and operations of engagement related initiatives. The Director will set the tone for professionalism and model exceptional customer service that demonstrates our commitment to co-creation and resident involvement.

As the aspirational and relational leader for the Verrado Assembly, the Director is responsible for crystalizing the vision of the community and fulfilling the community’s brand promise. The Director’s most important role is that of servant leader. In addition to being a champion for the community, the Director must be an articulate spokesperson, diplomatic, a gifted organizer, a trusted partner, and the community’s biggest advocate.

The Director is responsible for creating unique opportunities that foster a rich expression of community life -- bringing residents, neighbors, employers, and inspired visitors together to create authentic, collective experiences that enhance quality of life and provide the cornerstones for sustainable legacy communities.

The Director will cultivate, coach, and lead a team of dynamic community builders who are equally passionate about achieving Cohere’s vision of connected, inspired living. Working with this talented team, the Director will have ultimate responsibility for the daily operations of the Verrado Assembly, staff, amenities, programs, and associated budget(s).

Scope

- Oversee and lead on-site Community Life team(s) who carry out all aspects of community engagement programs and communications.
- Work collaboratively with Developer partners and board(s) of directors; ensure fulfillment of Cohere contractual obligations and scopes of work; provide professional guidance on matters specific to Cohere community management approach.
- Manage relationship(s) with the Assembly board of trustees; ensure needs are met and specific directives are carried out in keeping with community governance; provide formal and informal reports to board members and, in general, maintain open communication on all matters of importance.

- Develop and execute a multi-faceted strategic plan with focused initiatives for engagement and communications at the individual and community wide levels while partnering with operations and governance leaders.
- Ensure a pipeline of engaged leaders is created to support the vision and sustainability of the Developer.
- Develop an annual budget and operating plan reflective of approved strategic goals; manage and measure performance against stated imperatives.
- Serve as the central point of contact for community information, as well as a resource for problem-solving on behalf of community stakeholders.
- Cultivate and advance positive, mutually beneficial partnerships between the community(s) and the community(s) at large, including local governmental entities, school districts, social and civic groups, arts and cultural entities, charitable organizations and other stakeholder entities important to the area(s).
- Leverage talents, assets, energy and resources of internal and external stakeholder groups to create unique benefits and opportunities for residents.
- Develop and implement innovative community-building initiatives designed to help community(s) become strong, active and caring.
- Encourage a spirit of volunteerism and community service; cultivate deep and sustained involvement by stakeholders in shaping the future of the community.
- Work collaboratively with Developer partners and marketing teams when applicable; serve as a liaison and participant in community design and development to ensure optimal outcomes.
- Oversee a governance structure based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Work collaboratively with Cohere teams and colleagues to mine best practices and ensure efficient, effective delivery of programming.
- As a member of the Cohere Leadership Team, actively contribute to success of the company.
- 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 Director, Community Engagement include, but are not limited to the following capabilities, qualifications and performance skills:

- Vision; aspirational thinker with ability to see and capitalize on possibilities.
- Purposeful; establishes and conveys a sense of purpose that is in alignment with the values.
- Passion for people and ability to engage in authentic, meaningful ways
- Leads by example; models the way.
- Motivating, inspiring; brings out the best in team members, volunteers and stakeholders.
- Collaborative; predisposed to partnership and teamwork.
- Expediter; implements decisions and follows through.
- Personable, tactful and diplomatic
- Ability to foster a collaborative environment when serving both internal and external customers
- Excellent communicator
- Ability to keep the organization's vision and values at the forefront of decision-making and action

- Innovative and creative problem solving using a “win-win” approach
- Possess initiative to think, reason and make independent decisions
- Possess strong management and organizational skills
- Flexibility and adaptability

Knowledge | Experience

- A minimum of 10 years of experience in community-based organizations, non-profit management, community operation, governance and/or community building programs
- Direct experience working with and reporting to a board of directors is required
- Direct experience working in community association management or homeowners’ association governance highly desirable
- Real Estate and/or community development experience beneficial
- Experience working with municipal government and/or public agencies beneficial
- Background in marketing, communications and/or public relations beneficial
- A minimum of 7 years of experience supervising the work of professional staff
- Experience working with volunteers (clubs, committees, neighborhood groups, etc.)
- Comfortable speaking in front of small and large groups
- Financial acumen and experience preparing and monitoring budgets
- Excellent verbal, written and personal communications skills
- Ability to create strategic management/leadership plans
- Excellent troubleshooting skills

Work Environment

- The Director, Community Engagement 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.

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.