



Cohere Partners, Inc.
JOB DESCRIPTION

TITLE:	Community Operations Manager	FLSA STATUS:	Exempt
DEPARTMENT:	Operations	CLASS:	Managerial
REPORTS TO:	Executive Director	LOCATION:	Jasper

Summary

The Community Operations Manager (COM) will model the values of Trust, Reciprocity, Spirit and Legacy while demonstrating leadership and organization that allows owner, 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 COM will implement community standards, coordinate design reviews, lead the Architectural Review Committee meetings provide input and reports on aspects of community governance, including matters for the Board of Director’s consideration. The COM will also collaboratively work and assist with facility, pool, landscape, and irrigation vendors. This role is considered a key position and critical to the overall success of community association management in Jasper.

SCOPE

- Assist with management of the board of director functions including agenda preparation, board information packages, board presentations, preparation of resolutions, and related administrative functions.
- Prepare regular reports for team and the board of directors on governance, compliance, design review and other activities related to association matters.
- Manage critical records of the board including governing documents; resolutions; policies; meeting minutes; community guidelines; and related records.
- Attend all board and association meetings and, as necessary, after hours and social events of the community and board.
- Carry out board directives and proactively report outcomes to the board.
- Actively monitor changes to laws and statutes that may impact or otherwise affect the association.
- Assist the Executive Director with landscape, irrigation, pool, and facility maintenance as needed.

- Assist and collaborate with Jasper Eco Dev (JED) to assure Association assets are maintained at appropriate levels.
- Vet appropriate vendors, service providers and contractors; manage bid and selection processes; prepare contracts in accordance with Association standards.
- In partnership with Finance & Accounting and the Executive Director, actively manage the association budget and related financial matters including monthly financial statement review, cash flow monitoring and management, budget variances, subsidy projections, annual audit review, annual budget preparation, and compliance with fiscal requirements dictated by the governing documents.
- Carry out risk management responsibilities with emphasis on adherence to requirements set forth by the owners and governing documents; monitor property for potential risks and make recommendations to mitigate those risks.
- Manage Architecture Review Committee (ARC) and all processes, communication and documentation associated with residential and custom design review.
- Carry out compliance and restriction process in accordance with stated policy and community guidelines; generate/increase support for and compliance with guidelines through education, communication and relationship building with stakeholders.
- Respond to resident concerns and work to resolve issues in a timely manner.
- Administer Noncompliance Enforcement procedure including contacting residents by phone, email, or letter.
- Interface with association legal counsel as needed on association compliance & design review matters.
- Engage with stakeholders and partners to ensure accurate interpretation and application of the association's governing documents.
- In partnership with the Cohere communications team, assist in management of stakeholder communication including website content, email communiques and formal correspondence; compose best practice articles/contents as needed; engage partners to provide appropriate expert content as needed.
- Initiate educational workshops, events, outreach programs and other activities aimed at relationship building and increased buy-in to the overarching vision for the community.
- Participate in conceptual planning meetings; coordinate and consult with internal concept development, review of plans and specifications relative to parks and landscape.
- Support the success of the Cohere team by actively participating in monthly meetings, sharing best practice knowledge, collective problem solving; mentoring, and similar practices of highly engaged team members.

Attributes

Key attributes for a successful COM include, but are not limited to the following capabilities 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
- 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 core values of the Jasper community
- Innovative and creative problem solving using a "win-win" approach
- Initiative to think, reason and make independent decisions
- Expediter, implements decisions and follows through
- Able to work independently and in a team environment
- Enthusiastic, positive, and professional demeanor
- Strong management and leadership skills
- Leads by example; models the way
- Flexible

KNOWLEDGE | EXPERIENCE

- A minimum of three years of progressively responsible, professional community management experience
- Possession of a bachelor's degree in a related field preferred
- Professional certification(s) from the Community Association Institute's (CAI) Professional Development Management Program
- Effective contract negotiation and vendor relationship management
- Experience in conducting meetings and taking, transcribing and distributing meeting minutes
- Comfortable speaking before small and large groups
- Knowledgeable of facilities management including pools, budgeting, community financials, building trades and landscape management all for large scale community associations
- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint and Outlook
- Knowledgeable in covenants enforcement and architectural guidelines for large-scale communities

OPERATING PRINCIPLES

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.