



Cohere Life, Inc.

JOB DESCRIPTION:

9/5/2023

TITLE:	Executive Director, Montaine	FLSA STATUS:	Exempt
DEPARTMEN T:	Operations	CLASS:	Directorial
REPORTS TO:	Executive Director - Colorado	LOCATION:	Castle Rock, CO

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### Position Summary:

The Executive Director is a critical role responsible for advancing the goals and vision of the communities while carrying out the operational imperatives of the Community Association Board of Directors and Developer. The ideal candidate will embody our core values of Trust, Reciprocity, Spirit and Legacy and demonstrate solid commitment to above and beyond performance.

The Executive Director will oversee all aspects of Community Life management including: creating and promoting the vision and direction for Community; developing team and organizational systems and establishing resource frameworks for community affairs, community engagement, community programming and community operations.

As an aspirational leader, the Executive Director is responsible for crystalizing the vision of community and fulfilling each community's brand promise. The Executive Director's most important role is service and leadership. In addition to being a champion for our communities, the Executive Director must be an articulate spokesperson, a gifted organizer and the community's biggest advocate. The Executive Director will provide a professional approach grounded in exceptional customer experience while utilizing customer service skills, and effective communication in all interaction. Working collaboratively with the Operations Manager, Engagement Manager, the Executive Director will oversee all aspects of team member development; community governance including Board of Director and Developer matters; manage facility, maintenance and landscape operations; manage community standards along with Design Review; interpret and apply governing documents; and work with the Community Life Team, Board, Developer, contractors and community stakeholders on general community operations. Direct reports for this position include other Directors, Managers and Coordinators from all disciplines.

### Essential Functions and Responsibilities:

- Lead a team of high performing members by actively engaging team members and developing an inclusive culture.
- Serve as the leader and central point of contact for community information, as well as a resource for problem-solving on behalf of stakeholders.
- Collaborate to create and execute a multi-faceted strategic plan with focused initiatives for engagement, communications and operations

- Manage and carry out daily activities in all aspects of operations, governance, asset management, engagement and communications; work in collaboration with team members to ensure all needs are met across the community.
- Serve as primary point person for general inquiries from residents, commercial owners and other stakeholders (written, phone calls and in-person) and forward requests for specific inquiries to the appropriate team member.
- Lead efficient deployment of Community Concern Forms including tracking, contractor coordination, follow up with stakeholders and electronic documentation of all relevant communication.
- 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.
- Implement education campaigns aimed at cultivating resident buy-in and building grassroots support for the compliance process; develop raving fans and stewards of community standards.
- Interface with association legal counsel as needed on association compliance and design review matters.
- 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.
- Oversee preventative maintenance services and daily maintenance of community assets including landscape, pools, water features, park structures, play equipment and similar assets.
- In partnership with the landscape service provider, establish and participate in weekly landscape service coordination meetings.
- Vet appropriate vendors, service providers and contractors; manage bid and selection processes; prepare contracts in accordance with Cohere standards.
- Develop positive working relationships with municipalities, school districts, arts organizations, and other community social, civic, special interest and activity groups; coordinate with City staff on maintenance of shared use areas, such as parks, structures and other amenities.
- Manage turnover of assets, such as parks and common areas, from Developer ownership to Association ownership; participate in walk-throughs with the Developer to ensure all work has been completed and is ready for acceptance by the Association.
- 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.
- Contribute to brainstorming, planning and execution of events, programs and activities; champion welcome process of new residents/owners; participate in events as appropriate .
- Recruit, hire and train Ambassadors; ensure staffing levels appropriate to job requirements and seasonal demands; prepare monthly Ambassador staffing schedule; monitor schedule against

budget and approved hours.

- Create and implement appropriate education programs to ensure that all residents and guests understand the Alamar Resident Access Card Agreement and adhere to related policies; manage distribution process for Amenity Access Cards.
- 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, in general, compliance with fiscal requirements dictated by the governing documents.
- 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.
- Manage board of director functions including: scheduling; meeting notifications; agenda preparation; board information packages; board presentations; preparation of resolutions; and related administrative functions.
- Prepare monthly reports for team and the board of directors on governance, compliance, design review, community engagement and other activities related to association matters.
- Coordinate the preparation of annual audits as needed, including obtaining proposals for the auditor, audit reviews and board acceptance.
- Maintain ultimate responsibility for the official records of the Association(s) including: governing documents; resolutions; policies; meeting minutes; community guidelines; and related records.
- Attend all board meetings and, as necessary, after hours and social events of the board and community.
- 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(s).
- Proactively manage the Association(s) budget and related financial matters including: monthly financial statement review; cash flow monitoring and management; budget variances; annual audit review; annual budget preparation; project buildout budgets and, in general, compliance with fiscal requirements dictated by the governing documents.
- Carry out risk management responsibilities with emphasis on adherence to requirements set forth by the Association(s), owners and governing documents; monitor property for potential risks and make recommendations to mitigate those risks.
- Engage with stakeholders and partners to ensure accurate interpretation and application of the governing documents.
- Initiate educational workshops, events, outreach programs and other activities aimed at relationship building and increased buy-in to the overarching vision for the community.
- Work collaboratively with members of the development and marketing teams; serve as a liaison and participant in internal concept development and community design to ensure Community Life's unique perspective is represented.

**Attributes:**

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

- Outstanding customer service instincts and de-escalation skills

- Highly collaborative with both internal and external stakeholders
- Excellent verbal, written and personal communication skills
- 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 Community Life
- Innovative and creative problem solving using a "win-win" approach
- Possess initiative to think, reason and make independent decisions
- Project enthusiastic, positive and professional demeanor
- Possess strong management and leadership skills
- Ability to demonstrate flexibility
- Physically able to lift at least 25 pounds and work outdoors as necessary

### **Experience & Skills**

The following experiences are key to the success of an Executive Director:

- A minimum of five years of progressively responsible, professional community management experience
- A minimum of seven years of experience supervising a professional staff
- Demonstrated effectiveness in motivating, leading and influencing board members and volunteers
- Possession of a Bachelor's Degree is preferred
- Participation in the Community Association Institute's Professional Development Management Program
- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint and Outlook
- Proficient with internet data, software, and account access protocol
- Proficient in database management
- Knowledgeable in all aspects of community association governance for large-scale communities
- Effective contract negotiation and vendor relationship management
- Knowledgeable of facilities management including pools, budgeting, community financials, building trades and landscape management all 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.
- 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:** \$80,000 - \$85,000 per year; year-end bonus eligibility up to 10% of gross annual salary

**Benefits:**

- 401(k)
- Dental Insurance
- Health Insurance
- Vision Insurance

- Paid Time Off

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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.**