



Cohere Partners, Inc.

JOB DESCRIPTION: 5/29/24

Title:	Manager, Community Assets	FLSA Status:	Exempt
Reports to:	Director, Community Assets	Location:	Verrado - Buckeye, AZ

Summary

The Manager, Community Assets for the Verrado Community Association, Inc. will actively support the community values, vision, and philosophies, while demonstrating a style of support and organization that allows residents needs to be met with a high level of satisfaction. The Manager, Community Assets will provide a warm, welcoming, professional approach when interacting with residents, colleagues and vendors while utilizing their knowledge of facilities operations. Specifically, the Manager, Community Assets will administratively support the facilities team and carry out maintenance and repair functions to ensure excellence in facilities operations for the Verrado community.

Scope

- Responsible for organizing and supporting the administrative tasks associated with facilities management, including but not limited to, invoice preparation and coding, document retention in accordance with the records management policy, routing of documents for signature.
- Coordinate annual capital project calendar and ensure contractor deliverables and expectations are met with a high level of satisfaction.
- Assist the Director, Asset Management with preparing master contract documents, addendums and change orders for landscape and facilities related contracts.
- Ensure collection, tracking and verification that contracted vendors are in compliance with insurance requirements.
- Assist monitoring property for potential risks and make recommendations to mitigate those risks.
- Assist to oversee preventative maintenance services and daily maintenance of community assets including landscape, pools, water features, park structures, play equipment and similar assets.
- Develop positive working relationships with vendors and assist with scheduling, repairing, maintaining all structures, amenities, lighting, etc. that may fall under the responsibility of the Association.
- Perform data entry in the community management software platform; issue work orders and follow up to ensure timely resolution and resident satisfaction.
- Respond to facilities related Community Concerns with a high attention to detail. Ensure concerns are resolved in a timely manner and communication documented in the community management software platform.
- Anticipate, analyze and resolve operational problems in a timely manner.
- Support facility services, maintenance and renovation projects including pools and water features in partnership with the Director, Community Assets and Facilities Technician.
- Vet appropriate vendors, service providers and contractors; participate in the bid and selection processes; prepare contracts in accordance with Cohere and community standards.
- Assist with amenity inventories.

- Assist in record keeping of turnover documentation from the Developer to the Association. Participate in walk-throughs with the Developer to ensure all work has been completed and is ready for acceptance by the Association.
- Attend after-hours meetings and events as needed.
- Other responsibilities as assigned.

Attributes

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

- Comfort interacting with and educating homeowners through effective, articulate communication is essential.
- Passion for people and ability to engage in authentic, meaningful ways.
- 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.
- 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.
- 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.
- Collaborative; predisposed to partnership and teamwork.
- Personable, tactful and diplomatic.
- Ability to handle tense interactions with poise.
- Predisposition to problem-solving.
- Flexible and adaptable to changing circumstances and priorities.

Knowledge | Experience

- High school diploma or GED required; bachelor's degree preferred.
- Education or experience in customer service, administrative assistance, or a similar professional support role is required.
- Effective contract negotiation and vendor relationship management.
- Knowledgeable in covenants enforcement and architectural guidelines for large-scale communities.
- Education or experience in construction, facilities management, building trades, and swimming pool maintenance is highly desired.
- Proficient in Microsoft Office Suite, including Excel, Word, Access, Publisher, PowerPoint and Outlook.
- Technologically astute and comfortable with database management.
- Ability to communicate effectively with a team of skilled and technically trained consultants and contractors. Fluency in Spanish a plus, but not required.

- Ability to work in a team environment and on multiple projects simultaneously.
- Ability to multi-task and juggle competing priorities while managing through constant interruptions, calls and similar demands.
- Maintain CPR, First Aid and AED certifications.

Work Environment

- The Manager, Community Assets, 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 and be physically able to complete execution of duties.

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: \$70,000 - \$80,000 per year with up to 5% bonus eligibility

Benefits:

- 401(k)
- Dental Insurance
- Health Insurance
- Vision Insurance
- Paid Time Off

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.