



Cohere Life, Inc.

JOB DESCRIPTION: 5/3/24

| | | | |
|-------------|-------------------------|--------------|------------|
| TITLE: | Executive Director | FLSA STATUS: | Exempt |
| REPORTS TO: | Regional Vice President | LOCATION: | Austin, TX |

Position Summary:

Cohere Executive Directors will oversee all aspects of Community Life management in their assigned communities including creating and promoting community vision throughout the development Life Cycle; developing team and organizational systems; and establishing resource frameworks for all community disciplines including community affairs, engagement, and operations. The Executive Director (ED) will embrace and demonstrate the core values of Trust, Reciprocity, Spirit, and Legacy while striving to exceed team and partner expectations. The ED 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 communities under their direction, the ED is responsible for crystallizing the vision of the community and fulfilling the community's brand promise. The ED's most important role is that of servant leader. In addition to being a champion for the community, the ED must be an articulate spokesperson, a gifted organizer, a trusted partner, and the community's biggest advocate.

The ED 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.

The ED 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 Regional Vice President, Communications Manager, Sr. Engagement Manager, and Community Managers, the ED 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 senior leader and central point of contact for community information, as well as a resource for problem-solving on behalf of stakeholders.
- Develop and execute a multi-faceted strategic plan with focused initiatives for engagement, communications and operations; monitor progress and measure team performance against goals.
- Oversee governance structure based on inclusiveness, mutual respect, consensus-building and

responsiveness to changing needs and opportunities

- 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).
- Work collaboratively with the Director, Community Operations, to monitor landscape and facilities maintenance.
- In partnership with the Director, Finance & Accounting, and Director, Community Operations, 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.
- Interact with Association(s) legal counsel as needed on compliance & design review matters.
- 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.
- 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 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

Work Environment & Physical Demands:

- The Executive Director 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.

Job Type: Full-time

Pay: \$95,000-\$115,000 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

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.