



Cohere Partners, Inc.
JOB DESCRIPTION 6/3/24

Title: Community Engagement Manager	FLSA Status: Exempt
Reports to: General Manager	Location: Frisco, TX

Summary

The Community Engagement Manager (“CEM”) leads the community building effort that results in stakeholder engagement that is meaningful, authentic and collaborative. By bringing residents, neighbors, non-profits, employers, and others together, the CEM fosters a rich expression of community life and builds the framework for a sustainable legacy community.

The CEM applies the unique Community Life Community Engagement Model™ to enrich the lives of residents and create communities of substance where civic engagement is valued, volunteerism is celebrated, and community leaders are cultivated with intention. Further, the CEM directs the planning and implementation of a comprehensive community event strategy, including establishment of traditions and signature events aimed at collective experiences.

Working in collaboration with internal and external partners, the CEM will implement a strategic framework for stakeholder communications to fulfill key initiatives. The CEM is also responsible for cultivating and maintaining long-term relationships and partnerships that grow the quality of opportunities for residents to become more involved in their community and for partners to have unique opportunities to contribute to community life, generating mutually beneficial partnerships and outreach opportunities.

Scope

- In collaboration with the General Manager and Community Operations Coordinator, Cohere colleagues and other stakeholders, develop a dynamic multi-faceted community engagement strategy that is reflective of the community brand, vision and culture.
- Coordinate with the builder’s sales teams to plan and implement community events for prospective buyers.
- Ensure the developer and builders visions and selling points of The Grove are implemented.
- Act as liaison with builders sales office
- Proactively contribute to strategic visioning and the development and implementation of work plans for all programmatic offerings including, but not limited to annual events and celebrations; social activities; philanthropy and community service; leadership development; recreation; youth and teen activities; adult and youth sports; resident clubs; and lifelong learning and enrichment programs.
- Develop an annual program of work that informs the operating budget and aligns with revenue requirements; monitor monthly financial statements to ensure that programming expenses are in line with budget; control and monitor expenses initiating cost-cutting measures and creative cost-saving solutions in line with budgetary requirements.
- Identify, vet and secure appropriate vendor partners in support of programs and events; negotiate pricing and contracts; secure insurance, liability waivers and similar documentation.

- Work collaboratively and creatively with residents, partners, private agencies and non-profits in the development of programs that provide unique and/or exclusive opportunities for residents and community stakeholders.
- Develop and implement a comprehensive volunteer engagement strategy that leverages resident leaders and influencers to advance and support key events and programs; create committee Charters; recruit committee members; manage committee meetings and related activities.
- Working with operations team members, develop and implement a robust resident welcome program aimed at making a genuine connection with every new homeowner.
- Collaborate with internal and external partners to ensure communications and key message points are in alignment with overarching objectives.
- Ensure The Grove and Community Life brand standards are met and consistently applied across all programs and related promotional material.
- Inspire and lead team members, volunteers, contractors and others to achieve desired outcomes.
- Manage process to acquire necessary permits, licensing and related documents to ensure community activities comply with city, county and state regulations.
- Analyze resident surveys and data to provide programming solutions for community needs and create programs that are in line with resident data and interests.
- Engage in relevant professional associations and trade groups that provide professional development and ongoing learning opportunities; visibility for The Grove and Cohere; leadership/volunteer involvement.
- 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.
- Work collaboratively and creatively with residents to identify needs; co-create programs to meet those needs; promote existing programs and encourage meaningful engagement.
- Develop relationships with key community stakeholder groups, civic organizations, non-profits and others and leverage those partnerships to provide unique, fulfilling opportunities for The Grove residents.
- In partnership with communications, develop message points, promotional campaigns, e-newsletter content, social media messaging and other tools to disseminate information to residents and key stakeholders.
- Collaborate with the team to respond to general inquiries from residents, and other stakeholders (written, phone calls and in-person) and forward requests for specific inquiries to the appropriate team member.
- Coordinate educational community-wide workshops, events, and outreach programs to grow community knowledge and familiarity with the community vision, guidelines and architectural standards.
- Coordinate with communications staff on website content.
- Attend after hours events and meetings as necessary.
- Work collaboratively with broader Community Life team and colleagues to mine best practices and ensure efficiencies of scale.

Attributes

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

- Passion for people; ability to engage in authentic, meaningful ways.

- Creative: imaginative and resourceful.
- Collaborative: fosters partnership and reciprocity among internal and external stakeholders.
- Leads by example; models the way; coaches and develops team.
- Motivating, inspiring; brings out the best in team members, volunteers and stakeholders.
- Empathetic: demonstrates genuine care for welfare of others.
- Diplomatic: seeks to understand all sides of complex issues.
- Expeditious; implements decisions and follows through.
- Focused: organized, efficient, detail oriented.
- Flexible: adaptable to changing dynamics and priorities.
- Professional: tactful, positive.
- Skilled communicator: verbal and written.

Requirements

- College degree in relevant field; Bachelor's degree preferred.
- Three years of management-level experience required.
- Three to five years of progressive experience in hospitality, event management, recreation management, non-profit management or related field with transferrable skills required.
- Experience working in a master-planned community setting highly desirable.
- Proficiency in a wide range of software including Microsoft Office Suite, social media channels (Facebook, Instagram, Twitter), WordPress and others; familiarity with HTML, Adobe design suite and photo editing software desirable.
- Enroll and complete M-100 class within 6 months of employment with Cohere

Work Environment

The Community Engagement Manager should expect to:

- Work a flexible schedule, including evenings, weekends and some holidays.
- This position requires full-time, on-site attendance; remote work is not available.
- Comfortable working outdoors in varying weather and being on feet for extended periods of time.
- Provide one's own transportation for off-site programs, meetings with partners, picking up necessary supplies, etc.; must have a current drivers' license and an acceptable driving record.
- 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: \$65,000 to \$68,000 per year; year-end bonus eligibility up to 5% 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.