



Cohere Life, Inc.

JOB DESCRIPTION: 7/30/2024

TITLE:	Senior Community Manager	FLSA STATUS:	Exempt – Full-time
REPORTS TO:	Regional Vice-President	LOCATION:	Mulberry Farms Prescott Valley, AZ

Summary:

The Senior Community Manager for Mulberry Farms will model the values of Trust, Reciprocity, Spirit and Legacy while demonstrating leadership and organization that allows tenants, prospective tenants, stakeholders and team member 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 Community Life team members, the Senior Community Manager will oversee community operations, community enrichment programs and communications. The Senior Community Manager will also be instrumental in the cultivating of community traditions at Mulberry Farms. This role is considered a key position and critical to the overall success of Mulberry Farms.

The Senior Community Manager is responsible for sharing the authentic story of Mulberry Farms with current and prospective residents and leading a high-performing community life team focused on community enrichment, communications and operations. The Senior Community Manager will provide a warm, welcoming, professional approach while utilizing their experience, skills, and exceptional communication abilities with the residents of Mulberry Farms.

Scope:

- Manage and carry out daily activities in all aspects of operations, asset management, engagement and communications; work in collaboration with team members to ensure all needs are met across the community.
- 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.
- Work collaboratively with the community Developer to ensure fulfillment of Cohere’s contractual obligations and scopes of work; provide professional guidance on matters specific to the overall operations and success of Mulberry Farms.
- Prepare monthly reports for the team and the board of directors on governance, compliance, design review and other activities related to association matters.
- Manage critical records of the community governing documents; policies; meeting minutes; community guidelines; and related records.
- Carry out directives of the community developer while proactively communicating with stakeholders related outcomes.
- Oversee the Fair Housing Act, as amended by the Housing for Older Persons Act (“HOPA”) compliance process in accordance with federal guidelines, including but not limited to assisting in developing policies and procedures to routinely determine the occupancy of each unit, including the identification of whether at least one occupant of each unit is 55 years of age or older, and obtaining regular updates of this information through surveys, affidavits, and/or other means at least once every two years, or as required under federal guidelines and regulations.



- Carry out risk management responsibilities with emphasis on adherence to requirements set forth by the community developer; monitor property for potential risks and make recommendations to mitigate those risks.
- Vet appropriate vendors, service providers and contractors; manage bid and selection processes; prepare contracts and request insurance documentation, in accordance with Cohere's standards.
- Manage the compliance process in accordance with Mulberry Farms' policies and community guidelines with an emphasis on education and communication.
- Assist in management of all 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.
- Assist with planning and execution of community engagement programs, events, and activities.
- In partnership with the Senior Accountant for Mulberry Farms, actively manage the community 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 community developer.
- Support the success of the Cohere team by actively participating in monthly meetings and the Councils of Excellence; sharing best practice knowledge; collective problem solving; mentoring; and similar practices of highly engaged team members.
- Perform light cleanup; tidy and reset amenity furniture as needed throughout the day to maintain a clean and neat appearance; wipe down tables and chairs as necessary.
- Perform other related duties as assigned.

Attributes:

- Outstanding customer service skills and instincts
- Ability to foster a collaborative environment when serving both internal and external stakeholders.
- Excellent verbal, written and personal communication skills.
- Excellent troubleshooting skills; flexible
- Conscientious and dependable work ethic with a high attention to detail.
- 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.

Requirements:

- High school diploma or General Education Degree required.
- Minimum of three (3) years of progressively responsible community management experience.
- Effective contract negotiation and vendor relationship management
- Knowledgeable of facilities management including common areas, facilities, parks.
- Skilled in community organizing and volunteer management.
- Experience in conducting meetings; comfortable speaking before small and large groups.



- Passion for people and ability to engage in authentic, meaningful ways.
- Knowledgeable in facilities management and vendor relationship management.
- Ability to communicate effectively to comprehend and complete legal documents.
- Collaborative; predisposed to partnership and teamwork.
- Proficiency and fluency in using the internet for marketing, advertising, and sales-related circumstances, including using Craigslist, Google and other search engines, and navigating the internet and websites.
- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint, Outlook and Teams.
- Personable, tactful, and diplomatic
- Ability to handle tense interactions with poise, predisposition to problem-solving.
- Flexible and adaptable.
- Fun! Ability to work in a team environment and on multiple projects simultaneously.

Physical Requirements

- Must be able to lift at least 30 pounds, stay on foot for long periods of time, physically able to complete execution of duties, traverse the property with stairs and in a variety of weather.
- Must be able to work on site.

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: \$72,000 - \$78,000 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, disability status, or any other status protected under local, state, and/or federal law.