



Cohere Life, Inc.

JOB DESCRIPTION

TITLE:	Community Operations Manager	FLSA STATUS:	Exempt
DEPARTMENT:	Operations	CLASS:	Managerial
REPORTS TO:	Executive Director	LOCATION:	Apache Junction, AZ

Summary

The Community Operations Manager (COM) for Blossom Rock will model the values of Trust, Reciprocity, Spirit and Legacy while demonstrating leadership and organization that allows owner, stakeholder 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 COM will oversee all aspects of community governance including: Board of Director matters; facility operations, maintenance and landscape operations; and community standards and Design Review. This role is considered a key position and critical to the overall success of community association management in Blossom Rock.

Scope

- Manage board of director functions including scheduling; meeting notifications; agenda preparation; board information packages; board presentations; preparation of resolutions; and related administrative functions.
- Compile and prepare data and analysis of governance, compliance, design review and other activities related to association matters.
- Manage critical records of the board including: governing documents; resolutions; policies; meeting minutes; community guidelines; and related records.
- Attend all board and association meetings and, as necessary, after hours and social events of the board.
- 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.
- Work collaboratively with the Executive Director/Community Assets team in monitoring landscape and facilities maintenance.
- Vet appropriate vendors, service providers and contractors; manage bid and selection processes; prepare contracts in accordance with Cohere standards.
- In partnership with the Executive Director for Blossom Rock, assist in the development of the annual operating budget and capital expenditure budget; review and code invoices; review and analyze monthly financial statements.

- Manage design review committee and all processes, communication and documentation associated with design review.
- 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.
- Engage with stakeholders and partners to ensure accurate interpretation and application of the association's governing documents.
- In partnership with Cohere's communications team, 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.
- Participate in conceptual planning meetings; coordinate and consult with internal concept development, review of plans and specifications relative to parks and landscape.
- Support the success of the Cohere Community Life team by actively participating in monthly meetings; sharing best practice knowledge; collective problem solving; mentoring; and similar practices of highly engaged team members.

Attributes

- 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.
- Excellent troubleshooting 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
- 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
- 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
- Flexible and nimble

Knowledge | Experience

- A minimum of three years of progressively responsible, professional community management experience
- Possession of a bachelor's degree in a related field preferred
- Professional certification(s) from the Community Association Institute's (CAI) Professional Development Management Program required

- Effective contract negotiation and vendor relationship management
- Experience in conducting meetings and taking, transcribing and distributing meeting minutes
- Comfortable speaking before small and large groups
- Knowledgeable of facilities management including pools, budgeting, community financials, building trades and landscape management all for large scale community associations
- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint and Outlook
- Knowledgeable in covenants enforcement and architectural guidelines 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 for the community.
- Encourage a dynamic collaboration between organizations such as municipalities, school districts, arts organizations, and other community social, civic, special interest and activity groups, leveraging combined talents, energies and resources for the benefit of all community stakeholders.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer-service.
- Work collaboratively with the community to promote a governance style based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Strive to sustain a level of community maintenance that is simply the finest available anywhere.
- Promote compliance with community rules through education, communication and building grassroots support.
- Embrace the vision, goals and aspirations of Cohere.

Job Type: Full-time

Pay: \$55,000 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.