



Cohere Life, Inc.

JOB DESCRIPTION:

April 1, 2025

TITLE:	Executive Director	FLSA STATUS:	Exempt
REPORTS TO:	Regional Director Central Region, Texas	LOCATION:	Mueller - Austin, TX

Summary: We are seeking an experienced Executive Director (ED) to lead a unique, urban community with diverse challenges and opportunities. This is not your typical Homeowners Association (HOA); the successful candidate will oversee public parks, row homes, commercial entities, and a vibrant pavilion while engaging with various stakeholders. The ideal candidate will embrace the complexities of managing a high-density, urban environment while fostering a sense of community and ensuring operational excellence.

The Executive Director is a critical role responsible for advancing the goals and vision of the communities Cohere serves while carrying out the operational imperatives of the Property Owners Association Board of Directors and Development Team. The ideal candidate will embody our core values of Trust, Reciprocity, Spirit, and Legacy and demonstrate solid commitment to above-and-beyond performance.

The Executive Director (ED) will oversee all aspects of Community Life management, including creating and promoting the vision and direction for the Community, developing team and organizational systems and establishing resource frameworks for community affairs, community engagement, community programming and community operations.

As an inspirational leader, the ED is responsible for crystallizing the vision of the [Mueller](#) community and fulfilling each community's brand promise. The ED's most important roles are service to the community and leadership for the staff. In addition to being a champion and advocate for our communities, the ED must be an articulate spokesperson, a gifted organizer and a driver of continuous improvement. The ED will provide a professional approach, grounded in exceptional customer experience while utilizing customer service skills and effective communication in all interactions.

Working collaboratively with the Regional Vice President, the ED will oversee all aspects of POA Management including the following: team member development, community governance, Board of Director and Developer support, facility maintenance and landscape operations, community standards and design review; interpretation and application of governing documents; and collaboration 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.

We encourage applicants to review an overview of the Mueller community before the interview process. This

role requires long-term commitment, problem-solving, and the ability to adapt in an evolving community setting.

Scope

- Lead a team of high-performing members by actively engaging team members and developing an inclusive culture, lead regular staff meetings, conduct performance reviews, as well as coaching and mentoring staff.
- Cultivate a solid understanding of community operations while delegating appropriately to staff in their areas of responsibility to allow them to fully embrace their role.
- 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 while managing progress and measuring 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 the team and the board of directors on governance, compliance, design review, financials, 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.
- Offer board and committee members general community management (non-legal) advice and 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).
- In partnership with the Budget Committee, Boards and VP, Finance & Accounting and Senior Accountants, 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.
- Cultivate and advance positive, mutually beneficial partnerships between the community and Board appointed Committees; support Committee initiatives and provide guidance in best practices in community association management and committee engagement.
- Interact with Association(s) legal counsel as needed on association-related 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.

- Participate in Cohere's 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.
- Other responsibilities as assigned.
- Monitor performance of third-party vendors and initiate corrective measures when performance is unsatisfactory

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 effectively delegate assignments and key projects to staff. Ability to demonstrate flexibility
- Be naturally curious to learn more about the staff, property owners and community
- Ability to manage issues head on and provide proactive solutions for consideration and implementation
- Ability to think strategically while adapting quickly to changes
- Ability to balance the sometimes-conflicting views and requests from various stakeholders, including but not limited to staff, board members, property owners, vendor partners and the development team

Knowledge | Experience

The following experiences are key to the success of an Executive Director:

- Lead and manage the operations of a multi-faceted community, including public parks, row homes, commercial properties, and the Pavilion.
- Oversee and guide the management of parks, addressing challenges such as graffiti and homelessness, while maintaining public safety and cleanliness.
- Drive community engagement through event planning and collaboration with residents, business owners, and other stakeholders.
- Effectively manage the high density and urban nature of the community, balancing residential, commercial, and public needs.
- Provide leadership in managing facilities, including pools, building trades, landscaping, and budget oversight for large-scale community operations.
- Negotiate contracts and manage vendor relationships to ensure quality service and cost-effective solutions.
- Required Qualifications:
- A minimum of 5 years of progressively responsible community management experience or equivalent public sector experience managing a broad range of operational disciplines.
- A minimum of 7 years of experience supervising a professional staff, demonstrating effective leadership and team management.

- Proven ability to motivate, lead, and influence board members, volunteers, and various community stakeholders.
- Knowledgeable in all aspects of community association governance for large-scale communities.
- Proficient in Microsoft Office Suite (Word, Excel, Publisher, PowerPoint, Outlook) and video conferencing tools (Zoom, Teams).
- Strong proficiency in internet data, software, and account access protocols, as well as database management.
- Knowledgeable in contract negotiation and vendor relationship management.

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: \$135,000-145,000 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.