



Cohere Life, Inc.

JOB DESCRIPTION: 5/2/25

Title:	Regional Operations Manager Central Region	FLSA Status:	Exempt
Reports to:	Regional Vice-President, Central Region	Location:	Texas & Colorado

Summary

The Regional Operations Manager plays a critical role in supporting the transition, startup, and continued operations of communities within the Central Region. This position provides hands-on assistance with new community launches, temporary operational support, staff training, and collaboration with internal teams, developer partners, and on-site employees. The ideal candidate is highly organized, meticulous, and able to travel as needed to ensure smooth community transitions and ongoing success. The Regional Operations Manager will embrace the core values of Trust, Reciprocity, Spirit, and Legacy and demonstrate these traits in all interactions with internal and external stakeholders.

Scope

- Support the Regional Vice-President and Regional Directors in all aspects of community governance, engagement, communications, and operations.
- Facilitate community specific trainings for new community life team members in conjunction with onboarding and the lifecycle of the community.
- Ensure consistency in Cohere processes and procedures across the Central Region.
- In partnership with regional leadership, track, monitor and report out on initiatives supporting strategic goals.
- Assist with hiring, onboarding and training of community life team members as needed; implement the appropriate tools and training to maximize operational effectiveness.
- Attend and report out at regular team meetings to review key priorities to ensure alignment with client needs and expectations.
- In partnership with Regional Vice President, assist in development of proposals, RFP responses, presentations, and similar business development activities.
- Support community management transitions in the Central Region; facilitate turnover processes; engage in community events to introduce Cohere. Collaborate with the Client Success Manager to ensure a seamless transition for incoming communities.
- Support new community software implementation plans including communication, training, and ongoing general support.
- May be required to fill in for sited staff positions when a vacancy occurs and provide operational support until on-site recruiting and hiring is completed.
- Maintain awareness of state and federal laws impacting master planned communities within the region; inform team and incorporate and implement new policies and practices whenever necessary.
- Work collaboratively with Cohere teams and colleagues to mine best practices and ensure efficient, effective delivery of programming.

- Engage in relevant professional associations and trade groups that provide professional development and ongoing learning opportunities; visibility for 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.
- Other responsibilities as assigned.

Attributes

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

- Vision: an aspirational thinker with the ability to see and capitalize on opportunities.
- Purposeful; establishes and conveys a sense of purpose that is in alignment with company values.
- Passion for people and ability to engage in authentic, meaningful ways.
- Embodies principles of Servant Leadership; models the way.
- Motivating, inspiring; brings out the best in team members, volunteers, and stakeholders.
- Collaborative; predisposed to partnership and teamwork.
- Expeditor: implements decisions and follows through.
- Personable, tactful, and diplomatic.
- Fosters collaboration with both internal and external customers.
- Skilled communicator; comfortable speaking and presenting to groups of all sizes.
- Ability to keep the organization's vision and values at the forefront of decision-making and action.
- Innovative and creative problem solver; pursues win-win outcomes.
- Critical thinker; considers all sides of a situation before acting.
- Flexible, adaptable, and open to new possibilities.

Knowledge | Experience

- Direct experience working in community association management or homeowners' association governance required.
- Minimum of 3 years' experience in community-based organizations, non-profit management, community operation, governance and/or community building programs or organizations highly desired.
- Associate's degree in business administration, communications, marketing, hospitality, association/organizational management, or similar field with transferable skills desired.
- Professional certification(s) from Community Association Institute (CAI) highly desirable.
- Real Estate and/or community development experience are beneficial.
- Experience working with municipal government and/or public agencies beneficial.
- Background in marketing, communications, and/or public relations beneficial.
- Experience collaborating with volunteers and boards of directors (clubs, committees, neighborhood groups, etc.).
- Financial acumen and experience in operating and reserve budgets.
- Excellent verbal, written and personal communications skills.
- Excellent troubleshooting skills.

Work Environment

- The Regional Operations Manager should expect to work a flexible schedule, including evenings, weekends, and some holidays.
- The Regional Operations Manager should expect to travel to communities within the central region and may require overnight stays.
- The 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: \$68,500 - \$72,500 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.