



Cohere Partners, Inc.
JOB DESCRIPTION: 5/11/2022

TITLE:	Director, Community Operations	FLSA STATUS:	Exempt
DEPARTMENT:	Operations	CLASS:	Managerial
REPORTS TO:	Executive Director	LOCATION:	Eastmark, Mesa AZ

The Director, Community Operations (the “Director”) for Cohere is a critical role responsible for advancing relevant goals and vision while carrying out the operational imperatives of the Eastmark Residential Association Board of Directors. The ideal candidate will embody our core values of Trust, Reciprocity, Spirit and Legacy and demonstrate solid commitment to above and beyond performance.

The Director will demonstrate leadership and commitment that supports service excellence in all interactions with owners, stakeholders and partners. Working collaboratively with the Executive Director and other team members, the Director will oversee all aspects of community governance including Board of Director matters; support the facility and landscape maintenance operations in partnership with the Landscape & Facilities Superintendent and Executive Director; oversee community standards enforcement along with Design Review oversight; maintain and adhere to governing documents; and work with the Eastmark Community Life Team, Boards, Developers, partners and community stakeholders.

SCOPE

- Team building and training are an integral part of this position. Must be able to train new team members on operational changes within the community.
- Lead a high performing team through continuous training, development of best practices and procedures, collective problem-solving and active engagement.
- Contribute to the development of an annual Strategic Plan; carry out operational objective; monitor progress and measure team performance against goals.
- Oversee governance structure based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Oversee the management of board of director functions including scheduling; meeting notifications; agenda preparation; board information packages; board presentations; preparation of resolutions; and related administrative functions.
- Prepare reports for team and the board of directors on governance, compliance, design review, community engagement and other activities related to association matters.
- Maintain ultimate responsibility for the official records of the Association(s) including governing documents; resolutions; policies; meeting minutes; community guidelines; and related records.
- Attend board meetings and, as necessary, after hours and social events of the board and community.

- Carry out developer and board directives and proactively report outcomes to the developer and board.
- Actively monitor changes to laws and statutes that may impact or otherwise affect the Association(s).
- Cultivate and vet appropriate vendors, service providers and contractors; oversee bid and selection processes; prepare contracts in accordance with DMBCL standards
- Anticipate, recommend and manage capital improvement and replacement projects in collaboration with the community managers and Executive Director and in alignment with Capital Reserve Study and schedule.
- Work in partnership with the Landscape & Facilities Superintendent to ensure best practices are established for maintaining community amenities; work collaboratively with the community managers to oversee capital improvement projects; turnover assets from the developer to the association; and similar functions.
- Provide oversight and support for community Board appointed committees; assist in the fulfillment of associated charters to ensure effectiveness and impact of volunteer efforts.
- In partnership with the Executive Director and VP, Finance & Accounting, contribute to development of accurate, fiscally responsible annual budgets and oversee the management of Association budgets 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.
- Participate in conceptual planning meetings with the developer.
- Interact with Association(s) legal counsel as needed.
- Engage with stakeholders and partners to ensure accurate interpretation and application of the governing documents.
- Initiate and oversee educational workshops, events, outreach programs and other activities aimed at relationship building and increased buy-in to the overarching vision for the community.
- Support the success of the Eastmark Community Life team by actively participating in team meetings; sharing best practice knowledge; collective problem solving; mentoring; and similar practices of highly engaged team members.
- Maintain involvement in professional associations and industry organizations that encourage continuous learning and improvement.

ATTRIBUTES:

- 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
- 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 demonstrate flexibility
- Physically able to lift at least 25 pounds and work outdoors as necessary

REQUIREMENTS

The following experiences are key to the success of a Director, Community Operations:

- A minimum of seven years of progressively responsible, professional community management experience
- A minimum of five years of experience supervising a professional staff
- Possession of a bachelor's degree in a related field is preferred
- Active CMCA and AMS designation from the Community Association Institute ("CAI"); PCAM designation from CAI highly desired
- Proficient in Microsoft Office Suite, including Word, Excel, Publisher, PowerPoint and Outlook
- Proficient with internet data, software, and account access protocol
- Proficient in database management
- Knowledgeable in all aspects of community association governance for large-scale communities
- Effective contract negotiation and vendor relationship management
- Knowledgeable of facilities management including pools, budgeting, community financials, building trades and landscape management all for large-scale communities
- Experience managing volunteers and committee facilitation and oversight
- Comfortable speaking before large and small groups

COHERE 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.

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.