

Manager, Resident Experience

Are you looking for a multi-faceted role where you can use your engagement skills to help our teams thrive? Do you enjoy supporting our team members and communities, enhancing lifestyle services onsite and building intentional relationships?

We're CCMC, a community management company specializing in master-planned communities. Our vision of inspiring a resident-centric focus is brought to life by our core values: Integrity, Respect, Service and Community.

Our Manager, Resident Experience, will focus on the OKRs (objectives and key results) and initiatives related to creating a holistic resident experience through lifestyle, communication, and customer service. They will also be responsible for a variety of engaging duties in this critical role that promotes CCMC's core values.

What you'll accomplish:

- Work closely with the VP of Resident Experience to support and implement elements of the CCMC three-year strategic plan
- Support the interaction between a CCMC community and the residents we serve
- Developing, implementing, and coordinating strategies useful in improving resident relationships, engagement, communications, and overall community satisfaction
- Assist with recruiting, onboarding, training, developing, and implementing continuing education programs for onsite team members
- Work with vendors to develop partnerships and discounts to benefit communities
- Identify and implement consistent best practices for community communications, amenity and activity operations including calendar planning, room rental processes, fitness programs, events, sponsorships, and community partnerships
- The position is also additional support for vacant positions and at times requires filling in on-site and remotely for open lifestyle, communications, and other vacancies as needed to ensure residents do not feel a lapse in services

What we're looking for:

- Working experience of community associations in a large-scale master-planned community
- Bachelor's degree in either recreation, hospitality, public relations, journalism, or related field
- 3+ years of experience in community programming.
- 3+ years of experience with community facilities/amenities.
- 3+ years of experience in communications, including newsletter publication, website administration, social media, etc.
- 3+ years as a CCMC employee
- Experience in sales, marketing, public relations, and promotions
- Strong experience in and understanding of community engagement
- Exceptional verbal and written communication skills, with the ability to create original and creative content
- Proven ability to demonstrate CCMC's core values of respect, integrity, community, and service
- Deadline-driven, self-starter who can seek out opportunities, and manage multiple projects simultaneously, all while providing strong customer service on all levels
- Possess a positive attitude and ability to navigate change positively, quickly and efficiently
- Demonstrate strong leadership, mentorship and motivational skills
- Requires the ability to travel as needed
- Physically able to perform and assist in the various roles and responsibilities
- Must pass a pre-employment drug screen and background check

What we offer:

- Comprehensive benefits package including medical, dental, vision, and life insurance

- Wellness program
- Flexible Spending Accounts
- Company-matching 401k contributions
- Paid vacation, holiday, and volunteer time
- Company-paid Short-term Disability
- Optional Long-term Disability
- Employee assistance program
- Optional Pet Insurance
- Professional education assistance
- Perhaps most importantly, a service-oriented team who is dedicated to your success!