



Cohere Partners, Inc.

JOB DESCRIPTION: 5/12/2022

Title: Community Assistant	FLSA Status: Non-Exempt
Reports to: Community Operations Manager	Location: Verrado – Buckeye, Arizona

### Summary

The Community Assistant will actively support Cohere’s values, vision and philosophies, while demonstrating a style of support and organization that allows residents and team needs to be met with a high level of satisfaction. The Community Assistant will provide a warm and professional approach while utilizing their experience, skills, and exceptional communication abilities working with all Cohere stakeholders, including residents, prospective residents, vendors, volunteers and others seeking assistance. The Community Assistant will manage all aspects of administrative responsibilities associated with supporting the Verrado Community Life Team and will assist with the office and clerical activities that support the overall efficiency and effectiveness of the team. This position requires a cooperative and positive attitude, and the ability to handle multiple activities with exceptional follow through.

### Primary Responsibilities

- Responsible for enthusiastically greeting residents and guests upon arrival at the Verrado Community Association (VCA) office.
- Provide administrative assistance for the Verrado Community Life team as needed.
- Manage building operations for the VCA office.
- Operate and manage the resident-verification and facility-access (access card) systems for Verrado and Victory District; maintain access policies and procedures; manage customer service needs.
- Be “gate keeper” for Verrado Community Association staff; provide first level of assistance to visitors and callers to office; escalate calls and questions to appropriate team member if unable to provide assistance for follow up; set appointments for same as requested.
- Responsible for coordinating, organizing and ordering: office supplies including letterhead, envelopes, note cards and other stationery needs; postage; office policies and standard operating procedures; kitchen and other supplies as needed.
- Manage retention of owner title documents and ensure compliance with electronic records retention requirements.
- Manage community web portal resident account registrations; manage customer service needs.
- Input new park names into appropriate systems.
- Coordinate quarterly board meeting and other meetings' room reservations, setup, audiovisual needs, food and beverage.
- Coordinate and manage conference room usage; meeting setup; conference calls and arrange for catering as needed.
- Manage general office contracts.
- Maintain all office equipment for the Verrado Community Life Team and ensure equipment is in proper working condition, coordinate maintenance calls when necessary.

- Sort and distribute mail to team members.
- Attend after hours events as necessary.
- Assist on projects as needed by other coordinators and, in general, support the success and efficient operation of team.

## Knowledge | Attributes

Key attributes for a successful Community Assistant include, but are not limited to the following:

- High school diploma required; college degree or working toward degree desirable.
- Fluency in Spanish a plus.
- Education or experience in customer service, administrative assistance, or similar professional support role is required.
- Comfort interacting with and educating homeowners through effective, articulate communication is essential.
- Experience working with volunteers such as club members, committees and neighborhood groups highly desirable.
- Maintain CPR, First Aid and AED certifications.
- Must be able to lift at least 30 pounds.
- Proficient in Microsoft Office Suite, including Excel, Word, Access, Publisher, PowerPoint and Outlook.
- Technologically astute and comfortable with database management.
- Collaborative; predisposed to partnership and teamwork.
- Personable, tactful and diplomatic; excellent communicator.
- Highly organized, detail-oriented and dependable.
- Ability to handle tense interactions with poise.
- Predisposition to problem-solving.
- Flexible and adaptable to changing circumstances and priorities.
- Ability to multi-task and juggle competing priorities while managing through constant interruptions, calls and similar demands.

## 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

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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.