

REPORTS TO: Community Manager
Non-Exempt

SUMMARY:

This position is primarily responsible for managing customer support to residents by providing assistance with service requests, accounting and rental issues, and coordinating other miscellaneous resident related functions to achieve community goals surrounding resident retention by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Achieves the community's resident satisfaction and retention goals by ensuring resident complaints and/or concerns are resolved in a timely manner, and by answering questions concerning rent and fee payments.
- Completes call-backs on all service requests within 24 hours to ensure customer satisfaction.
- Develops, produces and coordinates resident communications, by creating newsletters, surveys, lease violation letters, and other communications to the residents.
- Manages the Community's roommate matching and assigns wait list leases (as needed).
- Organizes and coordinates resident functions, including parties, birthday cards, welcome parties, unit visits, and other events as directed.
- Evaluates the appearance and overall curb appeal, landscape, office environment and vacancies on a daily basis and ensure the leasing office, tour path and model(s) are ready for show daily.
- Oversees the Community Assistant Program, where applicable.
- Reviews the Courtesy Officer nightly reports and following-up on incident reports and lease violation notices as necessary, and ensuring the leasing office is secured for the evening.
- Checks the answering service throughout the day for messages, and returns calls as necessary.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Interpersonal

- *Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Organization

- *Cost Consciousness* - Contributes to profits and revenue; conserves organizational resources.
- *Diversity* - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment- free environment; builds a diverse workforce.
- *Ethics* - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- *Organizational Support* - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Self-Management

- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- *Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- *Quantity* - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- *Safety And Security* - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- *Adaptability* - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- *Attendance/Punctuality* - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- *Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- *Initiative* - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Associate's degree (A.A.) or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Property Management Software Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation Software (PowerPoint); and Publisher Software.

OTHER SKILLS AND ABILITIES:

- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organizational standards, and operational processes related to area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
- Practices proper safety techniques in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
- Identifies areas for improvement and offers suggestions to improve efficiency and productivity.
- Keeps abreast of current changes in technology, processes, and standards within the industry and area(s) of responsibility by attending internal and external training classes, research and/or subscribing to the internet or other professional publications, or utilizing other appropriate method(s) to obtain business and professional information, and applies knowledge and practices to area(s) of responsibility.
- Proficiency in customer service and interpersonal communication skills in order to effectively interact with residents, clients, team members, and other business contacts, respond courteously to questions and requests, and stay calm when addressing and-resolving customer problems.

- Demonstrated ability to read, write, and communicate effectively to comprehend and complete legal documents, sell and explain apartments features, and answer questions about the property's operation.
- Demonstrated proficiency in Internet, word processing, spreadsheet, and database management programs in order to complete required reports and employment documents. Strong proficiency in using property management software (preferably and/or One Site).
- Demonstrated mathematical skills necessary to add, subtract, multiply, and divide numbers, decimals, and fractions, and calculate percents in order to complete financial records, budgets, and other fiscal reporting information.
- Demonstrated management and supervisory skills sufficient to hire, lead, direct, evaluate, and manage subordinate and team members, including maintenance specialists.
- Employment history and demonstrates the application of property management, sales, marketing, and customer service background sufficient to manage the day to day operation of an apartment community, resolve customer complaints and issues, complete financial records, documents, and reports, increase sales revenues, and coordinates the work of a team.

OTHER QUALIFICATIONS:

- Routine, local travel may be required to attend training classes, or other situations necessary for the accomplishment of some or all of the daily responsibilities of this position.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.

The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT:

I have read and acknowledge receipt of this Job description and agree to perform the responsibilities as described above. I understand this Job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of employees who hold this position.

Employee Signature

Date: