



HIRSCHFELD

Resident Relations Specialist

Reports To: Property Manager

FLSA Status: Non-Exempt

Summary: Build and maintain effective working relationship with residents while by providing professional customer service.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Answers multi-line telephone system, takes accurate messages and transfers telephone calls to the appropriate person in an efficient manner.
2. Greets and screens incoming residents and visitors in a professional manner and promptly notifies appropriate person of their arrival or handles their requests.
3. Responds and resolves all resident complaints and requests, refers complaint as necessary to appropriate person, and notifies resident of resolution within 24 hrs or complaint.
4. Tracks all work order information on AMSI. Maintains various maintenance data.
5. Opens and distributes incoming mail on a daily basis, and prepares outgoing mail using postage meter.
6. Receives and signs for packages, and delivers to the appropriate person promptly.
7. Operates standard office equipment including:
 - multi-line telephone system
 - facsimile machine
 - photocopy machine
 - postage meter
 - calculator
 - computer/printer
8. Monitors facsimile machine, directs incoming documents and sends documents via facsimile as requested.
9. Provides additional clerical help to the Leasing Department or Property manager as needed.
10. Maintains an adequate office supply inventory and requisitions additional items as needed.
11. Contacts appropriate company for preventive maintenance/service on office equipment and maintain related files.
12. Assists leasing department and property manager as needed which may include leasing/showing potential resident model apartments.
13. Performs other related duties as assigned.

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/Experience:

High School Diploma or G.E.D.
1-2 Years in customer service
1 Year in Property Management preferred

Language Ability:

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.

Math Ability:

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.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Ability to understand and apply Fair Housing regulations.

Computer Skills:

Basic computer and Microsoft Office skills. Knowledge of or ability to learn Property Management software.

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.

The noise level in the work environment is usually moderate. This position requires the individual to work inside and go outside in all types of weather.

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 stand; walk; use hands and talk or hear. The employee is frequently required to sit. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

I, _____, have read and understand all job duties listed above. By signing below I am stating I understand the job duties expected of the position I hold, and I believe I possess the skills necessary to perform the responsibilities. I also understand that if I purposely do not complete the tasks listed above, that it could lead to disciplinary action, up to and including termination.

Employee Signature

Date

Print Name