



Subject: Job Descriptions
Policy No: JD 12

POSITION OF RESIDENT SERVICES COORDINATOR

Revision & Effective Date:
03/2015

REPORTS TO: MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of RESIDENT SERVICES COORDINATOR. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties might not be specifically addressed. Our company emphasizes a TEAM APPROACH and expects every person to perform any reasonable task or request that is consistent with fulfilling company and client objectives. **It is imperative that you review closely these duties, skills and physical requirements and that you understand that by signing the Job Description Acknowledgement, you are verifying that you can perform all the duties, have the skills and possess the physical abilities necessary to perform the job as described.**

RELATIONSHIPS

- Reports to Manager.
- Maintains relationships with all prospects and residents ensuring consistent application of property policies including fair housing.
- Maintains relationships with other departments within the company including accounting and corporate.

JOB SUMMARY

The RESIDENT SERVICES COORDINATOR is the property's representative whose primary duties are to greet prospects and residents, on the telephone or in person, to plan and promote resident events, manage package pickup, resident referrals, reservations of club house and/or guest suites, and follow-up on service requests. They will assist in making sure office supplies are in stock, manage gate cards and garage or carport rentals. A RESIDENT SERVICES COORDINATOR is very service oriented and strives to make current residents feel welcome and comfortable in their community. The RESIDENT SERVICES COORDINATOR will also serve to backup leasing consultants when they are busy, and in this way, also perform the sales duties of a Lease Consultant. The RESIDENT SERVICES COORDINATOR will contact a person of higher authority should any situation warrant an action or decision not included in his or her duties and responsibilities.

WAGE/HOUR STATUS

Non-Exempt (hourly)

DUTIES AND RESPONSIBILITIES

Conducts all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.

Marketing/Leasing

- Maintains a professional, but friendly atmosphere in the leasing office and other areas where prospective residents and residents meet.
- Helps ensure models and "market ready" vacancies daily to ensure cleanliness of tour path, interior cleanliness, freshness, and lighting.
- Answers incoming phone calls and handles each call professionally (whether call is from a prospect, an irate resident, a request for service, etc.). Transfers calls to leasing consultants, assistant manager or manager as appropriate.
- Greets prospective residents, offers beverages and makes them feel comfortable when visiting the office.
- When acting as a backup and part-time lease consultant, qualifies, determines needs and preferences, professionally presents community and show apartments suitable for prospect's needs while communicating

features and benefits. Must be knowledgeable of area comparable properties, market area (i. e. shopping, restaurants, schools, can give directions to property from various origins).

- Completes Guest Card information form on all prospects, including telephone traffic, sends thank-you notes and performs follow-up. Note: For Low-Income properties, the Manager shall provide additional information that may be required.
- Obtains financial and background information for applicants and follows-up with them with qualification results
- Maintains daily property advertising, such as balloons, refreshments for residents, and other marketing tools.
- Maintains awareness of local market conditions and trends. Physically shops competition quarterly, at a minimum. Communicates ideas to the manager for marketing property and for improving resident satisfaction.
- Coordinates and attends Resident and Locator functions.
- Completes the Market Survey on a monthly basis.
- Develops and maintains a Marketing binder with marketing plans, flyers, outreach marketing, area information, locators and other marketing information.
- Performs outside marketing.
- Contacts locators weekly.
- Supervises the Lease Renewal process in accordance with Anterra Policy
- Obtains Utility Account Number from new residents prior to move-in.

Administrative

- Accurately and promptly completes all lease applications, assists with application verification, and notifies prospective residents of results.
- Completes all lease paperwork including related addenda.
- Accepts rents and deposits.
- Takes service requests for residents.
- Physically inspects property when on grounds, picks up litter and reports any service needs to maintenance staff. Inspects move-outs and vacancies.
- Inventories office supplies on periodic basis. Reports needs to manager.
- Organizes and files appropriate reports, leases and paperwork.
- Types miscellaneous resident communication as needed.
- Attends company meetings as requested.
- Assists Leasing Consultants, Manager and Assistant Manager in preparation and input of daily and weekly traffic into the on-site rental system (AMSI), activity and reporting, resident communications, move-out inventory, market surveys, etc.
- If necessary, completes Incident Reports and obtains resident's statements when accidents or losses occur on-site.

General

- Performs any additional duties assigned by assistant manager, manager or supervisor.
- Always maintains professional appearance by wearing uniforms and complying with Anterra's Appearance

QUALIFICATIONS

Position requires good leasing and closing skills, and the person must be able to type 30 WPM and be organized.

Computer Skills: Word Processing (MS Word) and basic knowledge of the On-site Rental system (AMSI), Spreadsheet (MS-Excel), Internet and Printing Software (Print Shop).

Office Equipment: Computer, Copy Machine, Telephone, and Fax Machine.

Work Hours: 20-40 hours per week depending on whether a full or part-time employee. Employee will be required to work a flexible work week which will include working weekends.

EDUCATION/TRAINING

- High School Diploma or equivalent preferred.
- National Apartment Leasing Professional (NALP) desired.

PHYSICAL REQUIREMENTS

- Stand and walk or sit alternatively depending on specific needs of the day. Estimate 70% of time is spent on feet and 30% sitting at desk.
- Constant need (66% to 100% of the time) to perform the following physical activities:
 - Bend/Stoop/Squat
 - Pick up litter, filing
 - Climb Stairs
 - Inspect and show community
 - Push or Pull
 - Inspect and show community, open and close doors
 - Reach Above Shoulder
 - Inspect community, store/retrieve supplies
- Constant need (66% to 100% of the time) to perform standing and walking activities related to inspecting and presenting property.
- Constant need (66% to 100% of time) to perform the following physical activities:
 - Writing/Typing
 - Corporate, inter-office, resident communications
 - Grasping/Turning
 - Telephone, doorknob use
 - Finger Dexterity
 - Typing, operation of office equipment
- Lifting/Carrying (paperwork, deliveries, files, miscellaneous):
 - Over 25 lbs. Rare need (less than 1% of the time)
 - 20 lbs. – 25 lbs. Occasional need (1% to 33% of the time)
 - Less than 20 lbs. Frequent need (33% to 66% of the time)
 - Under 10 lbs. Constant need (66% to 100% of the time)

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to complete forms, read and review reports, answer a wide variety of correspondence, view computer screen. Frequent need to see small detail.
- Constant need (66% to 100% of the time) to see things clearly beyond arm's reach; e.g. inspecting and showing community.

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, residents, vendors and corporate office staff.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, residents, vendors and corporate office staff.

MENTAL/EMOTIONAL REQUIREMENTS

- Must be able to work in a fast-paced and customer service-oriented environment.
- Performs duties under pressure and meets deadlines in a timely manner.
- Works as part of a team, as well as completes assignments independently.
- Takes instructions from supervisors.
- Exercises problem-solving skills.
- Interacts with co-workers, supervisors, guests and the public in a professional and pleasant manner.

DRIVING/TRAVELING REQUIREMENTS

- Occasional need (1% to 33% of the time) to utilize personal transportation to inspect apartment property and surrounding neighborhood, make trips to the bank and also visit the corporate office.
- Must have valid driver's license and automobile insurance.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time); frequently outdoors, all conditions (33% to 66% of the time).
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc.

REASONING DEVELOPMENT

- Moderate. Must be able to apply principals of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally call for minor deviations. Needs to think rationally beyond a specific set of instructions.

SAFETY RESPONSIBILITIES

- Learns and complies with all company safety rules.
- Uses appropriate safety equipment at all times.
- Immediately reports all unsafe conditions to supervisors.
- Must be familiar with all safety features or equipment, machinery, or materials encompassed by job duties.
- Must check with supervisor if there is a question as to the safe procedure to be used for any job function.

SKILL TESTING

Leasing Consultant must be able to complete the following tests:

- Spelling (no more than seven wrong)
- Math (no more than four wrong)

ADDITIONAL REQUIREMENTS

- Employees must fulfill the performance standards of this position and comply with policies, rules and procedures of the company, including those set out in the Employee Handbook, or otherwise communicated (verbally or in writing) to employees.
- This job description is intended to describe the general nature and work responsibilities of the position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other company officials.
- This job description does not constitute an employment contract between the company and any employee.
- The job responsibilities of this position may include cross training in other functions or positions to ensure satisfactory operation of the department or work area.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Residential Services Coordinator job description and understand that it is my responsibility to read and understand it. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Employee Signature:	Date
Printed Name:	
Regional Manager:	Date: