

Community Services Specialist – Bridge Park

Summary

The Community Services Specialist is responsible for supporting the administrative functions of both the residential and commercial aspects of Bridge Park. Focus areas include entering lease data, tracking rent payments, processing invoices, maintaining excellent tenant relations, and overseeing other residential- or commercial-specific processes. This role works closely with the residential, commercial, and maintenance teams. Crawford Hoying is dedicated to exceptional customer service, which includes interactions with residents, tenants, guests, and coworkers. Employees are expected to use their best judgment in determining the most appropriate course of action, using customer service as a guiding principle.

Job Responsibilities (responsibilities may include but are not limited to the following)

Administration

- Complete monthly variance reports for assigned properties and review them closely with the Community Sales Manager and the commercial leadership team
- Manage all RealPage recordkeeping, including entering lease data, ensuring the accuracy of resident ledgers, executing on delinquent accounts, and ensuring invoices are correct and submitted in a timely manner
- Perform monthly audits of the following:
 - Lease files
 - Renters insurance
 - Rentable and assignable items (e.g., parking spots, storage)
 - Marketing collateral, including websites and social media
 - Commercial tenant collections, assisting as needed
 - Scheduled billing, including supporting the commercial team to ensure that scheduled billing is accurate
 - Lease end-dates, including communicating upcoming renewal opportunities with the commercial leadership team
 - Tenant storefront appearances and signage requirements
- Ensure residents and tenants are in compliance with lease terms, community rules, and policies
- Provide any assistance needed to ensure excellent resident and tenant relations and resolve all issues in accordance with company standards; maintain records of each issue and response
- In collaboration with the Events Specialist, help plan and implement resident retention opportunities and assist with commercial tenant meetings, when needed
- Maintain emergency binders and community information materials for assigned properties; update as needed
- Order and maintain inventory of office supplies for assigned properties
- Assist with vendor management
- Assist with the budget process and the CAM reconciliation process

Physical Asset Management

- Oversee the move-in/move-out inspection process; coordinate with the maintenance team to ensure a timely recondition of residential units
- Support the commercial leadership team with the status and needs of any vacant tenant space
- Assist the Community Sales Manager and the Facilities Manager with the TurnIt process and scheduling
- Ensure the highest level of curb appeal throughout the district

General

- Respond to and collaborate with peers in a timely and supportive manner
- Identify patterns and problem areas and make recommendations to management on areas of improvement
- Effectively prepare for meetings (e.g., create an agenda, provide work product and reading materials, create a collaborative discussion environment, assign and follow up on tasks)
- Assist with legal proceedings and evictions as needed
- Conduct all duties in accordance with company Fair Housing regulations, employment law, the Fair Credit Reporting Act, EPA and OSHA regulations, and all other laws pertaining to residential property management
- Perform other duties as assigned

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Performance Objectives (objectives include but are not limited to the following)

- The 7 Core Values that Crawford Hoying has established to maintain its desired culture
- Ownership and accountability
- Flexibility and effectiveness when interacting with residents, tenants, vendors, and coworkers
- Customer service feedback
- Asset net operating income
- Strategic approach to problem-solving and troubleshooting
- Timeliness and transactional accuracy

Preferred Knowledge, Skills, Education, and Experience

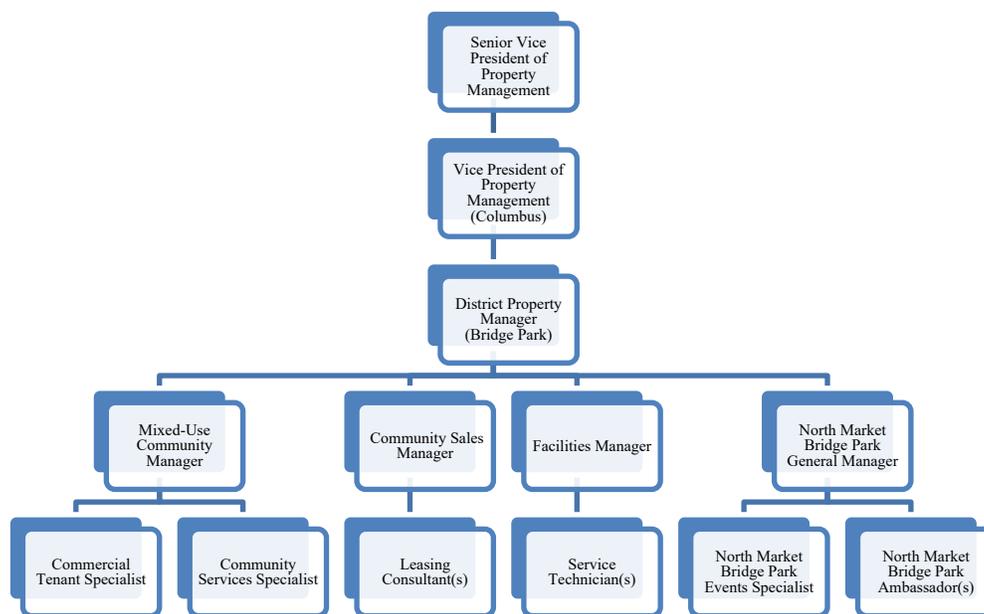
- A minimum of 2 years of true property management experience
- An understanding of accounting principles and budget processes
- Strong analytical, organizational, problem-solving, and multitasking skills
- Proficiency with Microsoft Office products
- Excellent verbal and written communication skills
- A sense of urgency and responsiveness when following up on matters
- Exceptional customer service and an ability to develop a rapport with people
- An ability to effectively interface across all departments
- Negotiation and conflict-resolution skills
- An ability to give clear direction and respond to inquiries
- Project management skills, including planning, organizing, and coordinating tasks
- Valid driver's license

Work Environment

The Community Services Specialist interfaces with external and internal customers, residents, employees, and vendors on a regular basis. Work hours are typically 9:00 am to 6:00 pm. This employee may need to work weekends (Saturday and/or Sunday) from time to time, based on needs, and must be available to work after hours, as needed.

Reporting Structure

The Community Services Specialist reports to the Mixed-Use Community Manager and supports the Community Sales Manager as needed.



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Physical Requirements

This employee's physical condition and performance must be sufficient for the consistent and successful completion of the responsibilities and professional standards defined for this position. This position frequently requires standing, walking, sitting, reaching with hands and arms, stooping, kneeling, crouching, or crawling, and may require lifting and/or moving up to 25 pounds. The Community Services Specialist may be required to drive during the course of their day.

**If you are interested in applying for this position, please
email your resume to hr@crawfordhoying.com.**