

Community Services Specialist (The Banks)

Summary

The Community Services Specialist is responsible for the administrative functions of our properties at The Banks. Focus areas include entering lease data, tracking rent payments, processing invoices, maintaining excellent tenant relations, and overseeing the unit turn process. This role works closely with the leasing team and the maintenance team. 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
- 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
- Ensure residents are in compliance with lease terms, community rules, and policies
- Maintain excellent resident 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
- 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 units
- Assist the Community Sales Manager and the Facilities Manager with the TurnIt process and scheduling
- Ensure the highest level of curb appeal

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

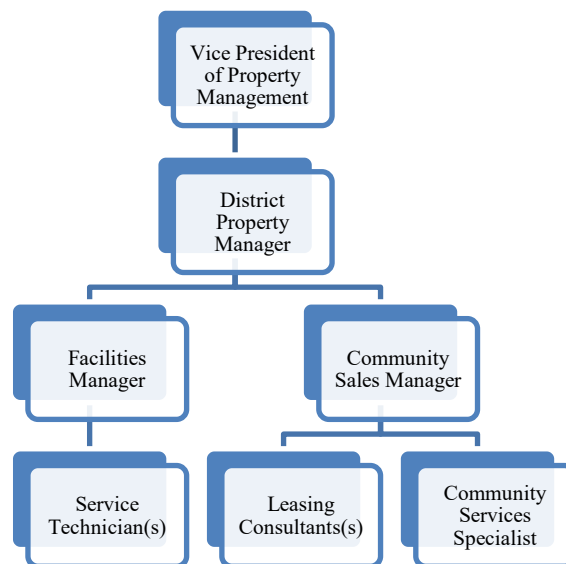
- A minimum of 2 years of true property management experience
- An understanding of accounting principles and budget processes
- Strong analytical, organizational, problem-solving, and multitasking skills
- Proficiency with Microsoft Office products
- Excellent verbal and written communication skills
- 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 residents, tenants, employees, and vendors on a regular basis. Work hours are typically 9:00am to 6:00pm. 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 Community Sales Manager.



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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.**

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