

Resident Relations Representative Job Description

COMPENSATION

Position is non-exempt and eligible for pre-approved overtime. Eligible for commissions and bonus as defined under current programs.

POSITION SUMMARY

Position is reserved for assets with 400+ units and/or communities where demographics determine necessity. The person in this position is responsible for maintaining positive resident relations and facilitating requests. Accountable for: providing exceptional customer service as it may relate to work order requests, resident retention, and any other guest services in order to provide a quality living environment for current and prospective residents. This position reports to the Senior Community Manager, Community Manager or Assistant Manager.

KEY RESPONSIBILITIES

Key responsibilities of this position include, but are not limited to the following:

- Provide a quality experience for current and prospective residents as it relates to their interaction with the community
- Assist residents with work order requests and common area reservations, ensuring quality and completion
- Resolve conflicts with residents regarding rent increases, lease violations, theft, and similar issues, escalating to management when appropriate
- Support office team as requested by answering phones, securing appointments, and completing leasing tasks
- Compliance with company standards as defined in the Human Resources Policy Manual, Operations Playbook and applicable laws, e.g., Fair Housing, Landlord Tenant, Local Building Codes, OSHA, and EEOC

ATTENDANCE

Position requires ability to work any of the 7 days of the week, 52 weeks of the year. It is critical that individuals possess the ability to work their scheduled hours plus any other hours necessary to complete the job and must attend training classes as scheduled. Work schedules and locations are subject to change. Ensure compliance with time management policies including meal and rest periods.

MINIMUM JOB REQUIREMENTS

- High school diploma or equivalent preferred
- Administrative, general office or support experience
- Strong customer service, sales, and marketing experience
- Good organizational and time management skills
- Valid driver license and automobile insurance
- Ability to read and write English; speak English and understand spoken English
- Proficient understanding of the Microsoft suite, property management software preferred

PHYSICAL REQUIREMENTS

- Job is intermittently sedentary, but requires mobility (i.e., climb stairs) to tour community on a daily basis
- Will use some repetitive motion of hands/wrists using a computer
- Requires light lifting

Resident Relations Representative Performance Standards

The purpose of the performance standards is to outline more specifically the details of the position. This is not an all-inclusive list, and duties specific to another position may be assigned to you.

COMMUNITY OPERATIONS

- Completes resident party reservations per policy, ensuring property expectations are clearly defined for resident
- Adheres to closing procedures per company policy
- Manage tracking logs accurately (e.g., Key Log, Package Log, etc.)
- Remains current on safety requirements as it relates to use of common areas
- Effectively differentiates between typical resident issues and potential liabilities
- Assists with coordination of resident retention programs and functions that add value to property operations

LEADERSHIP/PERSONNEL MANAGEMENT

- Interacts productively with coworkers, vendors, prospects and residents in a professional manner
- Maintains a professional appearance at all times
- Fosters a culture of teamwork and cooperation among associates

CUSTOMER SERVICE/MARKET KNOWLEDGE

- Demonstrates exemplary customer service skills over the phone and in person
- Monitor Craig's List ads to ensure minimum posting requirements are being completed
- Maintains above average resident satisfaction survey score
- Provides accurate information about the community regarding amenities and local businesses
- Displays in-depth knowledge of competition and demographics of the community's market area
- Monitors reputation management within social media websites
- Provide professional service at all times, exercising discretion as it relates to confidential resident, property and company information

ADMINISTRATION/OTHER DUTIES

- Adapts to change and follows instruction
- Receives constructive feedback in a professional manner
- Completes error free, high quality reports in a timely manner
- Proficient in computer applications and usage as it relates to property management
- Completes all company required training in a timely manner

Resident Relations Representative Acknowledgment

This job description is not an all-inclusive list of functions and tasks. Job functions may be added, deleted or modified at any time by your management team. Receipt or possession of this job description does not constitute a contract of employment.

I acknowledge I have reviewed and am in receipt of the Resident Relations Representative Job Description related to my position with Essex Property Trust.

Employee Signature

Date

Manager Signature

Date

Printed Name

Printed Name