



## POSITION DESCRIPTION

|                      |                               |
|----------------------|-------------------------------|
| <b>TITLE:</b>        | Resident Services Coordinator |
| <b>REPORTS TO:</b>   | Community Manager             |
| <b>STATUS:</b>       | Non-Exempt/Hourly             |
| <b>SALARY RANGE:</b> | \$ _____ to \$ _____          |

Responsible for all activities, communication and community outreach to benefit the residents at managed properties. Serves as a representative of the property office.

### DIMENSIONS:

Conducts community outreach for all new and existing residents, using a variety of methods including door knocking, house meetings, flyers, newsletters, and informational meetings. Promotes and facilitates youth programs and special projects to all new and existing children, and young adults. At senior properties, focuses efforts on activities and programs designed to encourage resident interaction, networking and wellness. Interacts with property staff, community service organizations, housing agencies and program sponsors. This is a line position with indirect impact on company funds.

### ESSENTIAL DUTIES:

1. Receives cheerfully all telephone calls and contacts regarding resident services and future programming. Answers inquiries and provides information regarding resident programming in an enthusiastic and positive manner.
2. Coordinates and implements any community wellness programs including games, arts and crafts by recruiting residents and seeking donated services through retail and hospitality partners.
3. Encourages resident participation at property meetings, events and activities using newsletters, email and other methods of contact.
4. Completes and reviews competitive property activities, if provided, to ensure home property is offering a varied and attractive service package.
5. Ensures the property participates in larger area and national programs, i.e. Toys for Tots, National Night Out, ensuring a strong community reputation and image.
6. Completes other administrative, marketing and other reasonable duties as assigned.
7. Maintains consistent and punctual attendance record.



### MARGINAL DUTIES:

1. Helps to plan and executive special resident projects and events as in crime watch and seasonal activities.
2. Interacts with residents, minor occupants and staff on a daily basis. The coordinator consistently models warm interaction skills.
3. Assists in resident retention and relations program in a manner inviting resident satisfaction and comfort.
4. Travels to retailers and event sponsors to pick up supplies as needed.

### SCOPE:

The majority of decisions are made using supervisor's direction and following company policies and procedures. The incumbent has no authority that is not specifically delegated from the Community manager.

### RELATIONSHIP WITH OTHERS:

Has contact with residents and guests to sell, persuade and exchange information. Has contact with regional executives, vendors, other company site and corporate personnel to exchange information. Participates fully in staff meetings and designated company training program.

### EDUCATION AND EXPERIENCE:

High school graduate with an aptitude for basic office procedures. Previous experience with real estate, sales, retail and other service related industries is helpful. Must have excellent verbal and written communication and interpersonal skills.

### QUALIFICATIONS:

|                   |                                                                                                                                                |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Computer Skills:  | Word Processing, Social Media Navigation                                                                                                       |
| Office Equipment: | Calculator, Computer, Copy Machine, Fax/Scan Machine, Telephone                                                                                |
| Work Hours:       | This may be a full or part-time position, depending upon the needs of the property. May need to be available on weekends as needed for events. |

### PERFORMANCE EXPECTATIONS AND STANDARDS:

The incumbent shall perform his/her duties using standard levels of productivity and dependability, ensuring completion in a timely and zero-defect manner. The Coordinator must be able to provide clear and consistent verbal and written communication to others. Must portray a clean, neat, well-groomed professional appearance. Company-approved attire may be required and a name tag must be worn in plain sight when at work. Use of recommended personal protection equipment is required. Must be honest, trustworthy, enthusiastic and team/project oriented. A flexible workweek is mandatory. The incumbent must be customer



service oriented and genuinely support and promote good resident relations and service to staff and residents.

#### PHYSICAL/MENTAL REQUIREMENTS:

The Resident Activities Coordinator position requires the following physical and mental capabilities to be performed:

##### Constantly (66% to 100% of the time)

Writing, keyboarding, grasping, turning, using finger dexterity, giving and receiving verbal communication both in person and over the telephone, giving and receiving written communication, working indoors, lifting and carrying items weighing 10 lbs. or less, observing things clearly beyond an arm's reach, performing general and detail observation and driving vehicles.

##### Frequently (33% to 66% of the time)

Being on foot, bending, stooping, squatting, kneeling, climbing stairs, pushing or pulling, reaching above shoulder height, sitting, lifting and carrying items weighing 20 lbs. or less, working outdoors in all conditions, operating equipment and tools, following instructions, reading and/or comprehending manufacturer's and product label directions.

##### Occasionally (1% to 33% of the time)

Lifting and carrying (with assistance) items weighing 20-75 lbs.

#### WORK ENVIRONMENT:

Must be able to work indoors constantly with a frequent need to work outdoors in all weather conditions. Occasional potential exposure to caustics, solvents, oils, fumes, flammables, pesticides, etc. with use of PPE protection required.

#### MENTAL AND EMOTIONAL REQUIREMENTS:

The Resident Activities Coordinator position requires the ability to work in a fast-paced and customer service-oriented environment. The incumbent must perform duties under pressure and meet deadlines in a timely manner, work as part of a team, as well as independently to complete assignments. The Coordinator must be able to take instruction and direction from supervisors and exercise service specific skills in interacting with co-workers, supervisors, guests and the public in a professional and pleasant manner.

#### REASONING REQUIREMENTS:

The Coordinator must apply logical thinking to identify problems and initiate appropriate courses of action. The incumbent must effectively convey ideas, images and goals to a diverse group of personalities and persons.



I have read and understand the performance criteria expected as a Resident Services Coordinator of Alpha Barnes Real Estate Services, LLC. I understand that from time to time various duties may change and that I will be required to perform other reasonable duties as assigned.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Accepted: \_\_\_\_\_

Community manager

\_\_\_\_\_  
Date