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*Position Description*

Date Updated: December 2023

Position: Resident Services Liaison Employee:

Department: Property Management Salary Grade:12

Supervisor’s Title: Resident Services Coordinator Non-Exempt: X # Hrs./Wk.:37.5

# Position Summary

The Resident Service Liaison supports the Property Management Department by handling and resolving tenant/ customer complaints and inquires, following up with residents to ensure the inquiry/complaint has been resolved. Coordinates resident activities in conjunction with Resident Services Coordinator.

Duties

* Works with the Property Manager to resolves resident complaints
* Responds within 24 hours to residents' requests via telephone, email or postal mail. Follows up with resident to ensure the inquiry/complaint has been resolved satisfactorily.
* Follows up with residents on maintenance service requests to ensure resident satisfaction of services
* Utilizing available on-line platform such as Family Metrics, tracks resident activity participation for all on-site programs and other outcome measurements that show program impact.
* Updates and post in Community Rewards and Active Building in OneSite program on a daily basis promoting company and community programs and activities.
* Engage with residents, fostering an ongoing, positive relationship while confirming their expectations are being fulfilled
* Works with Resident Services Coordinator to build a sense of community by assisting with programs that engage residents and promote socialization.
* Identify, communicate and implement opportunities to improve resident experience and service.
* Coordinates, promotes and runs property Food Pantries through Food Share and other distribution entities
* Maintain accurate schedule and calendar community room activities and rentals
* Assists the Management Team on resident relocation efforts by scheduling moves.
* Carries out other duties as assigned.

# Supervisory Responsibilities:

* None

# Required Education and Experience:

* High School diploma or equivalent from an accredited institution, some college preferred
* Two or more years' experience in receiving and resolving customer service concerns/disputes.

# Required Knowledge, Skills, and Abilities:

* Excellent customer service experience with ability to pass fair housing exam
* Ability to effectively communicate both written and verbal
* Ability to work independently without direct supervision
* Knowledge of operations RealPage OneSite used at the property level; Outlook, Office 365, including Excel and Word, Family Metrics
* Current driver's license and auto insurance
* Able to work weekends and overtime as job requires
* Bilingual in English and Spanish preferred.

# Physical Requirements and Working Conditions:

* Work Schedule: Monday- Friday office hours. Evening and weekend hours may be required.