



JOB DESCRIPTION

Company: **GRE Management**
Job Title: **Resident Experience Manager**
Supervisor: Community Director

Position Summary:

As a Resident Experience Manager, you promote a sense of community and are responsible for the resident life cycle. You are responsible for being the main point of contact for residents before and during their time at the community. You provide superior customer service and communication to community residents and prospects to enhance community or communities' satisfaction and increase renewals, revenue, reputation, and profitability.

Essential Functions and Responsibilities:

- Performs move-in orientation with new residents, ensuring community and GRE-M best practices are followed and required documentation is received from resident at move-in.
- Works with maintenance team member(s) to review and ensure make-ready work is completed prior to resident move-in.
- Manage make ready unit status and availability. Clearly communicates ready dates and needs to Community Director and/or Maintenance Team.
- Inspect apartment homes prior to resident move-in and ensures apartments are in move-in condition and schedules any outstanding items to be addressed with the maintenance team.
- Provide an excellent customer experience for all our applicants and ensure timely follow-up on needed documentation.
- Ensures resident satisfaction by monitoring and responding to NPS surveys.
- Works closely with the marketing department to monitor on-line reputation.
- Manage and monitor daily Yardi dashboard to ensure applications are processed timeline for selected move-in date.
- Executes and performs activities in support of the community's lease renewal program by preparing lease renewal letters for residents, meeting and contacting residents in advance of move-out dates and ensuring the lease renewal documents are signed and implemented on time.
- Works with the Leasing Area Manager to manage the resident renewal process including expiration schedule, lease execution.
- Assists and supports the Leasing Professional's marketing efforts by greeting prospective residents, gathering information about guests, showing apartment homes, and assisting with the leasing marketing cycle process.
- Keep up to date on screening policies, state and local laws, fair housing, and understand their impact on application process. Follow all internal best practices and legal



processes to provide alternative credit approval solutions (as appropriate) to our applicants.

- Identify potential fraudulent applicants using resources available.
- Manage subsidy communication and compliance with required documentation and processes.
- Responsible for ensuring GRE-M rent strategies are being implemented timely and per best practices.
- Promotes a sense of community. Help connect residents to one another. Help develop and maintain a strong and healthy identity for the community through consistent follow-up and outreach.
- Assist residents with resolution of lease violations under the direct supervision of the Community Director. Responsible for handling resident complaints regarding living experience.
- Manages resident renter's insurance compliance for community/communities.
- Manages Leaselock and /FlexRent enrollment and promotion of the benefits of these programs.
- Assists with distribution of resident correspondence and notices, while always maintaining confidentiality.
- On-point for resident events in accordance with GRE-M's policies and the community annual plan.
- Is knowledgeable about company policies related to Incident Report best practices and in the absence of Community Director may be responsible for timely submission.
- Acts as the on-site supervisor in the absence of the Community Director by organizing and delegating daily work, coordinating maintenance and make-ready task with team.
- Establish and maintain a good working relationship of harmony and instill the BE ONE TEAM value with all internal and external contacts.
- Performs additional duties and participate in special projects, as assigned.

Required Skills and Motivations:

- Knowledge of state landlord-tenant law is a must.
- Ability to manage administrative and maintenance team and scheduling.
- Desire to learn and take initiative.
- Ability to operate confidentiality when dealing with sensitive information and situations.
- Must be able to work at a fast pace, perform duties while under pressure and stay organized to meet deadlines in a timely manner.
- Communicate with other team members, residents, visitors, and the public in a professional and pleasant manner.

Qualifications:

Special Licenses and/or Certificates:



- At least 3 years' experience in property management.
- Certified Apartment Manager (CAM) – preferred
- Real Estate license (if required by state regulations)
- May require a Driver's License and insurance.

Education and/or Experience:

- Minimum one (1) year with GRE Management
- High School diploma or equivalent
- Experience in property management or related field preferred

Computer Skills:

- Knowledge of Yardi, Microsoft Access, Internet Explorer, Microsoft Excel, Microsoft Outlook, Microsoft Word, and Windows Operating System

Language Proficiency:

- Must be able to speak, read and write in English, in a manner sufficient to carry out duties

Work Schedule:

The work schedule for this job description is Monday – Friday 8:30am – 5:00pm, weekends and after hours are at times required to fulfill this role successfully.

FLSA Status: Non-Exempt, Full-Time (40 hours/week)

Mobile Phone Allowance:

Guidelines surrounding the company's phone allowance are outlined in the Employee Handbook. This position is categorized as:

Tier 1 Tier 2 Not Eligible

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this Job.



These statements are intended to describe the general nature and level of work being performed by employees assigned with this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

GRE Management is an equal opportunity employer.

Our Core Values:

We cultivate a culture of collaboration, generosity, honesty, and integrity where engagement, hard work and results are rewarded.

Our Mission:

We strive to be a driving force for positive community change. We are a trusted partner in the co-creation of thoughtful, well-built, healthy, and profitable communities.

Our Vision:

We aspire to create impact through transforming built environments for the betterment of our communities.

A Declaration of Interdependence at Goodman Real Estate

We operate under a shared vision of value creation that is grounded in the interdependence of organizations and individuals, passion, and profit. In all our interactions with each other, our business partners, and our community at large, we are committed to cooperation and collaboration in the pursuit of mutual success.

What this means:

- We are ONE Goodman Real Estate: A collective whole that embraces one culture, supporting one another and embodying a shared set of standards to provide seamless customer service across all locations and divisions.
- Each of us understands the importance of the Goodman Real Estate brand and pledges to nurture and protect it.
- We conduct our business with honesty and integrity. We empower our people with a high level of trust and autonomy.
- We believe in the power of place and community.
- We recognize the fundamental value of every individual and believe that diverse talents, skills, and backgrounds combine to strengthen the collective whole.
- Relationships are essential to our success. We foster strong relationships with mutual respect and open communication.
- We value wellness and promote policies and practices that support healthy lifestyles.
- We expect the best of each other and provide opportunities for all individuals to reach their full potential.
- We embrace our power to make a positive impact on our community.



I CERTIFY THAT I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN.

Employee Signature

Date

Immediate Supervisor Signature

Date
