



# JOB DESCRIPTION

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

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## **Position Summary:**

As a Resident Process Manager, you have a good understanding and appreciation for systems and adapt quickly to change and process improvement. This role combines a technical and operational understanding to the management of community. Individual is responsible for the resident life cycle at move-out. You are responsible for the effective management of community level, resident, and operational financial accounts.

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## **Essential Functions and Responsibilities:**

- Responsible for all aspects of the move-out process. Including scheduling and completing the move-out inspection, taking photographs, and completion of deposit accounting.
- Performs pre-move-out inspections with Maintenance team, timely, and manages coordination of unit turn needs.
- Reviews resident files and accounting records to determine unpaid and/or late fees owed, communicates with current and past residents regarding outstanding balances, implements procedures for collecting on delinquencies, and enforces the lease to maximize revenue.
- Ensures that GRE-M resident move-out best practices are performed timely and with accurate paperwork needed to process resident move-out.
- Responds promptly to past resident(s) inquiries and properly records detail of actions taken in Yardi CRM resident file.
- Oversees collection efforts of past due residents and is responsible for ensuring GRE-M's best practices for collections is adhered to. These balances may be for rent, damages, fees incurred, deposits, payment plans, and move-out charges or any related charge to a resident account. Assists with evictions related to non-payment.
- Maintains and responsible for ensuring GRE-M's best practices for collections is adhered to. Assists with evictions related to non-payment.
- Responsible for accounts payable batch review and approval process. Supports Yardi Full-Service AP best practices.
- Responsible for assisting with pre-close financial process for all assigned communities.
- Assists with distribution of resident correspondence and notices, while always maintaining confidentiality.
- Address concerns of residents related to general ledger balances in a professional, friendly manner promptly each day.



- Responsible for completion of necessary paperwork and documentation to ensure timely filing of Landlord Debt Relief claims.
  - Manages claim process for ePremium, LeaseLock, and Pay Ready.
  - Analyses and reports on tenant delinquencies.
  - Consistently attempts to collect “Bad Debt”, manages Voluntary Vacate programs, and other GRE-M Rent Strategy programs.
  - Acts as the on-site supervisor in the absence of the Community Director by organizing and delegating daily work, coordinating maintenance and make-ready tasks with the team.
  - Performs additional duties and participate in special projects, as assigned.
  - Is knowledgeable about company policies related to Incident Report best practices and in the absence of Community Director may be responsible for timely submission.
  - 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.
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### **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.
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### **Qualifications:**

#### **Special Licenses and/or Certificates:**

- At least two (2) years’ experience in property management and/or related field.
- 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,



**Language Proficiency:**

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

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**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
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**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.

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**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.

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**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.

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**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.

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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.

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Employee Signature

\_\_\_\_\_  
Date

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Immediate Supervisor Signature

\_\_\_\_\_  
Date

