

## Resident Relations and Social Events Coordinator

*Responsible for resident relations including the planning and execution of all resident and employee social events as well as assisting with various tasks delegated by the General Manager.*

### Major Accountabilities:

- Maintain superior customer service relationships to uphold Billingsley's Standard of Excellence.
- Adhere to standards of operation as outlined in the company policy manual and employee handbook.
- Basic management office support functions including computer work, clerical work and ordering monthly office supplies.
- In charge of updating the resident events calendar every Friday.
- Oversee the planning and execution of all property social events to include soliciting sponsorships from vendors.
- Update and communicate with on-call maintenance personnel in assisting with any social event set up needed.
- Coordination and organization of all activities concerning the Cares Team and their assignments.
- Solicit volunteers among the Thousand Oaks staff to participate in property social events.
- Attend monthly resident events planning meetings and monthly social media meetings.
- Maintain the rental facilities for any scheduled events and for any guest reservations to include the oversight of the rental facilities calendar.
- Assist in returning calls from the call center concerning residents with questions or concerns.
- Complete the monthly call tracker analysis.
- Assist residents that are experiencing an incident in their apartment requiring them to temporarily vacate their unit. Continued follow up with this resident in coordination with maintenance until all repairs are complete.
- Demonstrate ability to resolve resident complaints, property incidents and emergencies that arise.
- Weekly completion of the Lease Expiration and Renewal report to include the Lease Expiration Management Weekly Update.
- Provide General Manager with the monthly renewal listing for commission distribution.
- Provide General Manager with the monthly rental facilities commission worksheets.
- Submit the monthly renewal expiration list to corporate for pricing.
- Monthly production of the APM schedule for work to be approved by the General Manager.
- Monthly exception report to the General Manager on Grace Hill compliance for the entire Thousand Oaks staff.
- Assist in the planning of the monthly Birthday and Anniversary luncheon, holiday events and decorations.
- Compile monthly write off and collection reports from APM's for the General Manager along with the monthly charge adjustment journals per phase.

### Desired Prerequisites:

- Computer/Electronics: Proficient in software programs and/or the ability to learn various company programs to include Yardi, payroll and intranet programs.
- Effective at organization, time management, written communication and prioritizing tasks.
- Superior customer service skills.
- Able to respond effectively to changing demands and adapt quickly.
- Valuable interpersonal, communication and customer service skills.

- Self-Motivated and independent individual.

**Preferred Attributes:**

- High School Diploma or equivalent required. Minimum one year of Customer Service experience.
- Prior Multi-Family industry experience required.

**Benefits:**

- Competitive Pay and great benefits!
- Medical, dental and vision insurance available
- 401(k) with generous company match

**About Billingsley Company:**

Founded in 1978 by Lucy and Henry Billingsley, the organization expertly builds, owns and manages its properties, ensuring long-term client, resident and partner return.

Specializing in master-planned developments and principles of new urbanism, each Billingsley property signifies technology, convenience and a vast array of amenities aimed to attract and retain tenants, residents, visitors and employees. These amenities include art, sculpture, parks, trails and outdoor public spaces.

Delivering smart design integrated with artistic works and natural spaces, Billingsley Company's developments are life-enhancing communities in which to work, live, play, shop and dine.