



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Administrative Coordinator</b>
<b>Department/Location:</b>	Residential / Madison
<b>Reports to:</b>	Steve Gibson
<b>Position Supervises:</b>	None
<b>Fair Labor Standards Act (FLSA) Status:</b>	Non-Exempt, Hourly
<b>Employment Status:</b>	Full Time
<b>Revision Date:</b>	12/03/2021

## JOB SUMMARY

Responsible for the day-to-day administrative support of the Residential Department.

## ESSENTIAL FUNCTIONS & RESPONSIBILITIES

### Leasing and Marketing

- Maintain and ensure accuracy of property availability board. Save weekly copies of the availability board. Forward copies of the availability board to Maintenance team weekly or as needed.
- Assist in Leasing efforts by answering prospective resident calls or emails, responding to questions, setting appointments and leading apartment tours.
- Be available to lead and assist with open houses.
- Ensure accuracy and completion of prospect rental applications. Assist Property Managers with the processing of prospect applications.
- Assist Property Managers in conducting monthly market surveys and shopping competition to apprise Residential Director of current market conditions when necessary.
- Create and ensure accuracy of all lease documents.
- Input and maintain accurate and up to date demographic information.
- Update ULI.com with current apartment availability.

### Resident Relations

- Help with utility setups/change of service and assist Accounting with identifying any amounts to be billed back.
- Develop strong rapport through quality customer service and effective communication while enforcing company and community policies.
- Ensure that all resident requests are entered within work order system and proper work orders are generated and given to appropriate team member. Communicate with maintenance team and Property Managers of any emergency work orders that are received. Create monthly work orders based on apartment availability.
- Resolve all resident issues/concerns to best of your ability while following company policy.
- Enter Resident Referrals in to spreadsheet, create and forward invoices to Accounting department.
- Assist in completion of move-ins/move-outs, giving special attention to apartment inspection reports. Relay accurate charges to Property Managers in order for security deposit requisitions to be completed by state code deadline.
- Ensure that resident files are complete and maintained per company procedure. This includes all resident data within Yardi.



- Assists Property Managers and Leasing Professionals, when necessary in implementing and designing a resident retention program to include newsletters, social media posts, resident referral incentive, and social activities.
- Responsible for reporting any unusual, extraordinary circumstances regarding the residents or properties to Property Manager.

**Financial Operations**

- When applicable, ensure the collection of rent payments per company procedure.

**Miscellaneous**

- Instill and demonstrate the Mission, Vision, and Values of Urban Land Interests to all employees, residents, and vendors.
- Follow and ensure compliance of all Fair Housing laws.
- Assist ULI front desk staff with calls or visitors for other departments as needed.
- Help ensure office is tidy and organized. Assist with printing and filing needs of other team members. Ensure keys are returned to locked boxes and are kept organized.
- Maintain accurate records within payroll system.
- Work with Admin team to keep them informed of changes within the Residential department.
- Update front line staff to any portfolio changes for Property Managers or Maintenance staff.
- Demonstrate thorough knowledge and ensure compliance with company policies and procedures.
- Report accidents and emergency situations to the Residential Director in a timely manner.
- Attend all scheduled meetings, including All-Hands meetings.
- Take Residential meeting minutes and save copies in shared folder.
- Encouraged to seek educational opportunities and self-improvement for personal growth and development to be discussed with Residential Director.
- Maintain a positive working relationship within the community, with employees, owners, vendors and outside agencies to help positively promote Urban Land Interests.
- Perform other duties which may be required to ensure economic success of Urban Land Interests as necessary.

**JOB KNOWLEDGE, SKILLS & ABILITIES**

- Effectively convey ideas, images, and goals to a diverse group of personalities.
- Must possess a positive attitude and have the ability to work well under pressure.
- Competence in Microsoft Office Suite including Word, Excel, and Outlook. Experience with Yardi and Adobe a plus.
- Highly organized with a good attention to detail. Strong ability to prioritize responsibilities.

**EDUCATION AND EXPERIENCE**

- High School degree required. College degree in business, communication, marketing or related field preferred.
- 1-3 years in Property Management, Customer Service, or Administrative related field required.



**WORKING CONDITIONS**

- Must be able to periodically lift up to 20 pounds.
- Availability to work weekends especially during the months of March through August.
- Ability to walk and traverse stairs occasionally.
- Inside and outside work in all types of weather (heat, snow, rain, cold, etc.) occasionally. Must wear slip resistant footwear appropriate for the season when applicable.
- Ability to work long hours when required.

**PHYSICAL REQUIREMENTS**

	<b>NOT REQUIRED</b>	<b>OCCASIONALLY (33%)</b>	<b>FREQUENTLY (66%)</b>	<b>CONTINUOUSLY (100%)</b>
<b>Standing</b>		X		
<b>Walking</b>		X		
<b>Sitting</b>			X	
<b>Lifting</b>		X		
<b>Carrying</b>		X		
<b>Pushing</b>	X			
<b>Pulling</b>	X			
<b>Climbing</b>	X			
<b>Balancing</b>	X			
<b>Stooping</b>	X			
<b>Kneeling</b>	X			
<b>Crawling</b>	X			
<b>Reaching</b>		X		
<b>Handling</b>				X
<b>Speaking</b>				X
<b>Hearing</b>				X
<b>Seeing</b>				X
<b>Color Vision</b>	X			
<b>Depth Perception</b>				X

I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_