



STANBROUGH
— REALTY —

JOB TITLE: Administrative Service Coordinator

The Administrative Service Coordinator position is the first point of contact in the office and is responsible for everyday duties and tasks that are requested regarding accounting, property management, development, and brokerage. This position reports to the Director of Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer phones and communicate with customers in a professional manner
- Answer questions or direct calls/emails to the appropriate party
- Open and sort mail daily
- Monitor office materials and order supplies as needed
- Complete mailings
- Enter and code payables into our CRM software (Appfolio)
- Scan and save statements and insurance forms as received
- Assist with general leasing and HOA calls and correspondence
- Update ownership, landlord agreements and billing for utilities and services for new construction projects, new properties or properties that have been sold as needed
- Monitor maintenance requests and concerns as they come in, assess, and gather more information from tenant to provide to tech or vendor
- Work cooperatively with tenants, maintenance technicians, and vendors to schedule maintenance requests and expedite completion of work daily
- Assist with tasks requested regarding accounting, property management, development, and brokerage
- Work collaboratively with other team members to complete projects effectively and efficiently

EDUCATION/EXPERIENCE REQUIREMENTS:

- 2-year degree or previous administrative and service experience preferred
- Demonstrated knowledge and experience in property management or the housing industry desired
- Strong interpersonal and communication skills are required
- Valid driver's license
- Ability to:
 - ◆ Function as a self-starter with considerable latitude of action
 - ◆ Recognize, isolate and solve problems that improve overall client satisfaction and loyalty
 - ◆ Work closely in a small business environment
 - ◆ Meet deadlines established
 - ◆ Motivated and professional

ATTENDANCE/TRAVEL:

Position is in office Mon-Fri 8:00 am – 5:00 pm and requires consistent, regular, and timely attendance. Must be able to meet the attendance and travel requirements of the job.

The above statements cover what are generally believed to be the principal and essential functions of this job. Specific circumstances may allow or require some people assigned to the job to perform a somewhat different combination of duties.

Stanbrough Realty Company, L.L.C. is an Equal Opportunity Employer