

Department: Property Management

Job Status: Full Time

FLSA Status: Exempt

Reports To: VP of Property Management

Grade / Level:

Amount of Travel Required: Up to 75%

Work Schedule: M-F; 8 a.m.- 5p.m.

Positions Supervised: None

POSITION OVERVIEW

The Resident Experience Specialist position will establish and orchestrate an intentional “vision” for resident’s complete on-site experience including arrival sequence, clubhouse, site and model tour, leasing, service request, renewal, departure. Once established, communicate and educate team members to fully understand what the vision is and ensure everyone shares and is working toward that vision.

QUALIFICATIONS

The following are minimum pre-requisites for the position of Resident Experience Specialist:

- College degree
- Two (2) years minimum of property management / interior design / hotel management - concierge.
- Intermediate computer skills, including MS Office, and other business- related software.
- Provides a superior level of customer service to our guests and team members.
- Must be able to manage multiple simultaneous projects.
- Experience working in a team focused environment.
- Exceptional written, oral, interpersonal and presentation skills.
- High level of integrity and dependability with a strong sense of urgency and

results-orientation.

ESSENTIAL JOB FUNCTIONS

The essential job functions of the Resident Experience Specialist include but are not limited to the following:

- Create, orchestrate and oversee an intentional “vision” for the overall resident experience.
- Understand the owner and customer needs and connect the two.
- Work with design, construction and property management to approve all items related to:
 - Entry sequence
 - Landscape - hard and softscape
 - Clubhouse design, amenities, features and appointments
 - Site amenities
 - Courtyards
 - Pool and pool deck
 - Model
 - Parking
 - Signage

Fitness - strategy, goals, equipment, special features, design etc.

- Make and implement operational decisions that achieve resident satisfaction.
- Communicate and educate the property standards and vision to all team members.
- Work closely with the management onsite teams and executive teams regarding resident experience and quality assurance program.

- Maintain constant knowledge of market conditions and competition in the surrounding communities to better maximize rents while maintaining the intentional “vision”.
- Participate with property management staff regarding staff effectiveness, advertising, and property inspections.
- All other duties as assigned.

Contacts

Internal

- o Frequent contacts with co-workers and various levels of management as related to Watermark Projects.

External

- o Frequent contacts with vendors, clients, customers and the general public.

PHYSICAL AND VISUAL ACTIVITIES

- Standing, walking, sitting, lifting, carrying, pushing, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, handling, fingering, feeling, talking, hearing, visual acuity near and far, depth perception, field of vision, accommodation.
- Outside and inside environmental and atmospheric conditions, odors, toxic conditions
- Physical demands over 5 pounds.

Note: The responsibilities and requirements of this position may vary with different regions and/or communities, due to market conditions or Owner/Partner requirements. Failure to perform any of the above job requirements may lead to disciplinary action, up to and including termination.

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. This document does not represent a contract of employment, and the Company reserves the right to change this job description and / or assign tasks for the employee to perform, as the Company may deem appropriate.

Requirements

Great base + bonus (base will depend on experience and background)

All travel costs paid for, checking on mileage etc.

Benefits and 401k plus long and short term disability

Will relocate

Up to 75% travel

Discount on unit if wanted

Degree

They want someone sharp, and a good leader of people. A "People Person". Image is important. Someone from a Cruise ship, or hotel event sales. It's about selling the "Experience" when showing a potential renter a property.. The properties are very high end. This person will go to each of the properties and teach the team how to be a "guide" when showing apartments and making sure the image is maintained. There is plenty for this person to do. In addition to the properties in the 8 states they are on track to build 68 new projects a year. Each project is \$30-\$50M all stick and brick up to 4 floors. Class A Luxury. This person is an "Experience Expert". Fun job!

Contact if interested:

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