

Jessica Claire

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PROFESSIONAL SUMMARY

Property Manager adept at overseeing staff and maintenance teams. Successful background managing large, multi-family complexes . Experience managing rent collections and payments, preparing legal documents and handling resident concerns. Responsible Property Manager committed to ensuring safe and comfortable environment for residents. Excellent organizational and problem resolution skills. Over 20+ years of experience in property management industry. Versatile Property Manager bringing solid blend of people skills combined with ability to implement and enforce property rules and regulations. Experienced Residential Property Manager successful at raising occupancy rates by securing long-term tenants.

SKILLS

- State and Federal regulations
- Excellent communication
- Marketing
- Multitasking
- Time management
- Financial budgeting and reporting
- Tenant and eviction law
- Affordable housing programs knowledge

WORK HISTORY

PROPERTY MANAGEMENT 4/4/16 to CURRENT

Lockheed Martin Corporation | Hickam Air Force Base, HI

- Manage a diverse resident community ranging in household income, ethnicity and age.
- Train and motivate staff during monthly trainings.
- Communicate with clients and tenants while offering strategic solutions to remedy problems.
- Inspect property regularly to maintain exterior and interior appearance and upkeep.
- Implement marketing plans to promote vacant units to attract potential tenants. Use of social media: Zillow, Apartments.com
- Maximize rental income while minimizing expenses through effective planning and control.
- Established strong, professional relationships with co-workers and residents by promoting team collaboration and delivering exemplary service.
- Locate, screen and select licensed contractors to complete projects related to maintenance and groundskeeping.
- Keep records accurate, detailed and fully compliant with reporting requirements to meet all state, local and federal housing requirements.
- Develop and submit property operating and capital budgets.
- Follow up on delinquent tenants and coordinate collection procedures.
- Audit files and reported any issues requiring follow-up to program manager.
- Handle disciplinary actions, performance appraisals and terminations of team members.
- Complete annual rent calculations using housing database software.
- Assess property monthly. Compile information and complete reports findings for submission to Regional Property Manager and Asset Manager of The Chicago Housing Authority.
- Introduced prospective tenants to types of units available and performed tours of premises.
- Communicated with clients and tenants while offering strategic solutions to remedy problems.
- Monitored timely receipt and reconciliation of rent collections in accordance with landlord and resident statutes.
- Trained and motivated leasing staff during bi-monthly trainings.
- Administered operations to handle needs of more than [Number] tenants across [Number] property units.
- Introduced and monitored effective lease renewal programs to maintain high occupancy rates.
- Prepared specifications, solicited bids and approved subcontracts for building services.
- Generated professional networks by engaging in professional, industry and government organizations.
- Maintained current contract files as prescribed by company contract policies and procedures.

OCCUPANCY SPECIALIST 1/14/14 to 1/1/15

Jewish Community Housing Corporation | West Orange, NJ

- Leased apartments to new tenants, renewed leases for over existing tenants and completed recertification duties for tenants enrolled in affordable housing programs and subsidized housing programs.
- Assisted in marketing and promotional efforts to advertise vacant units.
- Conducted property tours and accepted and prepared applications.
- Gave notices 120 days before lease was set to expire.
- Verified and completed all paperwork and information before approving applications and coordinating move-ins.
- Maintained accurate logs that summarized the up-to-date status of all rental units (vacancies, occupancies).
- Prepared weekly reports for property manager.
- Performed unit inspections for new move-ins and move-outs.
- Kept properties in compliance with local, state and federal regulations, including prohibiting any form of discrimination in operational practices.
- Administered operations to handle needs of more than 400 tenants across 8 property units.

ASSISTANT PROPERTY MANAGER 01/2014 to 01/2015

Allmark Property Management, Inc. | Lewisville, TX

- Supported primary property manager by overseeing and completing administrative duties related to the daily management of a 160 unit property that housed 300+ residents.
- Answered and addressed tenant concerns, generated monthly reports, collected and logged rent payments, and contacted residents for lease renewals.
- Maintained database and files containing all tenant information.
- Updated accounts with new contact information, financial status, and billing information.
- Received and entered maintenance and repair work orders from residents.
- Worked closely with maintenance team to quickly get issues and matters resolved.
- Prepared and delivered client notices informing them of noise complaints, lease renewals, pending eviction, packages / deliveries, and other updates.
- Collected rent payments from residents.
- Escalated any major issues to property manager for immediate remediation.
- Maintained operational facilities attractive to potential tenants by organizing regular maintenance, major repairs and capital improvement projects.
- Kept records accurate, detailed and fully compliant with reporting requirements to meet all state, local and federal housing requirements.
- Validated rental eligibility by using [Name of Company]'s verification process.

RE-CERTIFICATION SPECIALIST 01/2012 to 01/2014

Related Companies | Santa Monica, CA

- Processed housing recertification applications for residents enrolled in housing assistance programs such as Section 8 and CHA.
- Conducted annual tenant re-examinations and interviews to determine re-eligibility and continued participation in state or federally funded housing programs.
- Generated reports summarizing the percentage of residents receiving housing assistance along with their status.
- Notified residents of recertification by preparing and distributing notices and letters.
- Scheduled appointments to meet with residents up for recertification for interviews and reexamination.
- Requested, received income/asset information from 3rd parties.
- Handled sensitive and personal information with extreme confidentiality as required by law.
- Kept all records and files up to date.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Managed quality programs to reduce overdue compliance activities.
- Maintained composure in stressful situations, including confrontations, interviews and records searches.
- Handled [number] calls per [timeframe] to address customer inquiries and concerns.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Conducted research, gathered information from multiple sources and presented results.

EDUCATION

Bachelor of Science | Law Enforcement Administration 12/1989
Western Illinois University, Macomb, IL