

Jessica Claire

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SUMMARY

Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

SKILLS

- Knowledge of Leasing and Market Conditions
- Decision Making
- Local and State Laws
- Dispute Handling
- Budget Preparation
- Sale and Rental Recordkeeping
- Property Management Principles
- Tenant Relations
- Great Planning Skills
- Complex Problem Solving
- Relationship Building
- Customer Relations
- Critical Thinking
- Clear Communication

EXPERIENCE

Property Management Assistant, 02/2010 - 02/2019

Petco – Henderson, NV

- Met with prospective tenants to show property and assess applications or sign leases.
- Conducted informative and personalized tours, resulting in new leases.
- Marketed property to prospective tenants by giving tours and pointing out key features.
- Checked rental eligibility by following company's verification process.
- Executed leases with new and returning tenants, collecting pertinent information for background investigations and credit checks.
- Handled resident complaints and expedited maintenance requests.
- Updated tenant and unit information to keep current in housing database.
- Completed lease applications and verifications, notifying prospects of results.
- Prepared lease paperwork and obtained signatures and first payments from new residents.
- Investigated and resolved property complaints and violations to foster pleasant living environment for residents.
- Collected monthly assessments, rental fees, deposits and payments.
- Collected rent from tenants to pay maintenance and repair costs and other expenses.
- Implemented rental payment policies and pursued delinquent accounts via phone calls and personal visits.
- Received rent payments and tracked transactions in accounting software.
- Issued non-payment notices to delinquent tenants in accordance with lease, county and state regulations.
- Scheduled maintenance calls.
- Promoted high level of customer service and assistance by greeting clients, responding to concerns, showing units and quickly resolving issues.
- Contacted and followed up with tenants on renewal notices.
- Contacted tenants to collect overdue rent or to discuss other important issues.
- Coordinated with maintenance and contractors to promote timely turnovers after move-outs.
- Maintained high customer approval rating through dynamic service, exemplary support and interpersonal communication.
- Used conflict resolution skills to quickly resolve issues among residents.
- Developed and maintained strong working relationships with owners and tenants to minimize hassle for both parties.

Rental Manager, 02/2010 - 02/2019

Briggs Equipment, Inc. – San Marcos, TX

- Updated and maintained rental agreement files and documents.
- Answered telephones to assist customers and resolve issues.
- Delegated work to staff, setting priorities and goals.
- Mediated conflicts between employees and facilitated effective resolutions to disputes.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Welcomed customers, offered assistance and answered questions by providing rates, terms and conditions of rental.
- Analyzed business performance data and forecasted business results for upper management.
- Resolved customer inquiries and complaints requiring management-level escalation.
- Prepared and submitted reports to supervisor.
- Employed sales techniques to boost sales and services.
- Explained policies and reviewed documentation to obtain signatures.

Office Manager, 03/1999 - 01/2010

Law Finance Group – Mill Valley, CA

- Oversaw receiving and organizing correspondence, answering and forwarding calls and creating business letters and records.
- Reviewed files and records to obtain information and respond to requests.
- Handled scheduling and managed timely and effective allocation of resources and calendars.
- Used judgment and initiative in handling confidential matters and requests.
- Implemented and maintained company protocols to facilitate smooth daily activities.
- Elevated customer satisfaction ratings by promptly resolving client and case issues.
- Sustained office efficiency by implementing and planning office systems, equipment procurement and layouts.
- Reviewed completed work to verify consistency, quality and conformance.
- Produced thorough, accurate and timely reports of project activities.
- Mediated conflicts between employees and facilitated effective resolutions to disputes.
- Analyzed business performance data and forecasted business results for upper management.

EDUCATION AND TRAINING

Liberal Arts and General Studies

University of Memphis - Memphis, TN

Liberal Arts and General Studies

University of Mississippi - University, MS

High School Diploma: 05/1986

Ridgeway High School - Memphis, TN