

Resident Services Manager (Chestnut Hill, MA)

Work for an award winning company where you will have the training you need to add to your skill set, the schedule you want to maintain a great work-life balance, and the pay and benefits you deserve. Learn new skills and make a positive impact on people's lives every day.

Chestnut Hill Realty has an exciting opportunity for a Resident Services Manager to join the team at Hancock Village in Chestnut Hill, MA. The Resident Services Manager will be expected to maintain a highly interactive approach with residents and assist in problem resolution to ensure customer satisfaction and retention of residents. The role of Resident Services Manager requires high energy, a desire to make a difference in people's lives and a commitment to anticipate and exceed the expectations of our residents, prospects and co-workers. This diverse role combines customer service, problem solving and leadership.

As Resident Services Manager, you will:

- Oversees the day-to-day challenges and operations of the apartment renovations and construction projects throughout the Hancock Village property
- Communicates with residents, management and the construction team daily to keep everyone informed
- Works closely with the Assistant Property Manager on lease renewals
- Creates punch lists for the landscaping department, construction department and maintenance department
- As the needs of the property change and evolve over time, the list of duties and tasks may also change and evolve.

Are you the right person for the job?

- Two years of experience in residential property management
- Proficiency in Microsoft Office Suite including Word, Excel & Outlook
- Is able to multi-task and maintain a positive enthusiastic attitude
- Must be detail oriented; Strong communication, organizational, and analytical/problem solving skills
- Provides "World Class Customer Service" by understanding other's needs.

Some of the benefits to you:

- Attractive total compensation package with incentives.
- Excellent benefits package including: medical, dental, vision, 401(k), 2 weeks of vacation, your birthday off, PTO for volunteer hours
- Chestnut Hill Realty apartment discount
- Great work-life balance
- Opportunities for professional development and career growth
- Opportunities for recognition and personal development
- Strong promote-from-within company culture
- Training is provided
- Positive work environment

If you are self-motivated, have property management industry experience and are excited about making our residents happy, we want to hear from you.

All job offers contingent upon satisfactory background check