

Job Title: Guest Service Coordinator	FLSA Status: Non-Exempt
Department: RPM	Supervises Others: No
Reports To: Property Manager	Number Supervises: 0

Position Summary:
The Guest Service Coordinator greets and assists guest and is responsible for monitoring facilities and activities of the property's Community Center and amenities.

- Position Responsibilities:**
- Open & close Community Center and amenities following property guidelines
 - Perform light cleaning of Community Center and amenities in preparation for the next day
 - When applicable, monitor, ensure cleanliness and close pool area
 - Answer phones, greet guests and provide information regarding Community and property
 - Assist residents with Resident Portal and enter work order requests for residents as needed
 - Deliver notices to residents
 - Monitor property and report anything that needs to be replaced
 - Receive and handle delivered packages
 - Assist with Community events
 - Perform other duties as assigned

- Essential Skills and Experience:**
- Must have customer service skills and be able to communicate effectively
 - Knowledge of Fair Housing laws and regulation is preferred
 - Microsoft Office Software knowledge preferred

- Minimum Qualifications Required:**
- Must be able to work nights and weekends as scheduled and needed

Physical Demands and Work Environment:
The work is described as light in physical demand. Requirements include the ability to frequently sit, stand, walk, extend arms and hands forward and overhead and grasp. Must be able to occasionally bend, crouch or stoop. Must be able to walk up and down stairs. Must be able to lift and carry up to 25 pounds. Must have close and distance vision and the ability to adjust focus. Position requires hours of computer work per day.

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is conducted in a typical office environment with temperature control and natural and artificial light. Outdoor activities require exposure to seasonal weather and the associated temperature fluctuations.