

Job Title: Community Assistant Student Housing Department: RPM Reports To: Property Manager	FLSA Status: Non-Exempt Supervises Others: No Number Supervises: 0
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Position Summary:
The Community Assistant for Student Housing will be responsible for a variety of administrative duties, including providing information and services to our residents, guests and team members.

- Position Responsibilities:**
- Meet and greet prospective residents. Show units to prospective residents and explain occupancy terms
 - Answer and respond to telephone inquiries and schedule site visits as appropriate
 - Assist residents with Resident Portal and enter work order requests for residents as needed
 - Assist with resident complaints and answers resident questions
 - Monitor the condition of property common areas for potential problems including potential safety hazards, lease violations, curb appeal, office and model appearance and signage and ensure property standards are being met and assist with cleaning when needed
 - Perform light cleaning of Community amenities in preparation for the next day
 - During Student Move-In Day, help with stations and guiding students and ensure overall satisfaction with move-in experience
 - During turn season assist with walkthroughs to assess damage and help maintenance with light tasks
 - Assist with various social media postings for Community
 - Assist with on-site and off-site Community events
 - Responsible for meeting training requirements per company policy and for requirements that allow you to maintain industry certifications.
 - 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

- 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, and extend arms and hands forward and overhead, and grasp. Must be able to occasionally bend, crouch or stoop. Must be able to lift and carry up to 25 pounds. Must have close and distance vision and the ability to adjust focus.

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.