

Job Opening: Resident Services Coordinator(s)

Work Location: Herndon and Alexandria

Salary: \$27.00 – 30.00 / hr. plus bonus, based on experience

A.J. Dvoskin & Associates is a Northern Virginia based property management and investment company specializing in multi-family communities and retail shopping centers. We are seeking Resident Services Coordinators to join the team at our 450-unit apartment community in Herndon, VA and a 450-unit apartment community Alexandria, VA.

The ideal candidate thrives in a dynamic, fast-paced environment and has multi-family customer service experience. The Resident Services Coordinator ensures all leasing administrative tasks are performed in compliance with company policies and guidelines and supports the property's leasing and renewal strategies to achieve occupancy and resident retention goals.

A Resident Services Coordinator must be a friendly, flexible, organized team player with good attention to detail, the ability to multi-task, problem solve, and demonstrate composure and professionalism; is confident in addressing resident concerns in a professional, compassionate manner; and have excellent written and verbal communication skills. Proficiency with MS Office and industry software such as Yardi.

Primary Responsibilities for this role include but are not limited to:

- Manage and review all new application files by coordinating with leasing consultants for accuracy and management approval.
- Manage monthly lease expirations and complete verifications of residency prior to generating renewals per audit compliance standards.
- Review and generate all new move-in and renewal leases.
- Conduct weekly/monthly file audits to ensure compliance.
- Complete administrative and lease related data entries.
- Maintain current and historic resident lease files by updating transactions and communications within the software.
- Print and ensure distribution of 5day, NSF notices, prepaid and small balance letters, delinquency notices, and billing letters generated by the Business or Property Manager.
- Assist Property Manager in the completion of weekly and quarterly market surveys.
- Manage the resident move out process inclusive of acknowledgement letters and final dispositions aka SODAs.
- Respond quickly to resident concerns.

We offer our employees a competitive salary and benefits package to include health, dental, disability and life insurance, 401(k) with company match, flexible spending, employee assistance program, paid training, tuition reimbursement, housing discount, paid volunteer days, paid time off and holidays. Our employees even get to celebrate their birthday off with pay!

If you meet our qualifications and are selected for an interview, a member of our human resources department will reach out to schedule an interview. We have an in-house recruiter and respectfully ask that only job seekers contact us. No agencies please.

In accordance with EEOC guidelines, we are an equal opportunity employee and do not discriminate in our hiring or employment practices. All candidates who meet our qualifications above are invited to apply.

To apply, please send resume to: jobs@dwoskin.com