

## **Facility Coordinator**

**Job Summary:** This position is responsible for assuring high standards of customer service, unwavering optimism and professionalism at all times, including timely response to and resolution of any resident requests or concerns.

### **Essential Duties and Responsibilities**

1. Maintain a strong commitment to outstanding customer service.
2. Respond to all inquiries promptly and follow-up.
3. Cooperatively support and communicate with team members to work toward maximizing the net operating income of the community.
4. Maintain knowledge of the rental agreement.
5. Possess knowledge of policies and procedures of the company, particularly as they relate to fair housing, discrimination, and occupancy procedures.
6. Check residents in and out of clubhouse while helping residents adhere to the rules of the community.
7. Monitor and assist residents during clubhouse hours as needed. Keep a daily journal of incidents and communicate concerning information to supervisor.
8. Ensure clubhouse is secure and clean before leaving for the day.
9. Assist in preparing the office and community clubhouse for opening to general public.
10. Provide front desk duties/coverage when needed, including but not limited to, answering phones, greeting potential clients and residents, scheduling appointments and other general office duties as assigned.
11. Collaborate with other on-site personnel in preparation for and attend community/resident functions.
12. Maintain a professional attitude and appearance at all times.
13. Maintain high ethical standards in all matters.
14. Attend webinars, in person training and online training as communicated by your supervisor, HR or any other corporate designee.

### **Knowledge, Skills and Abilities**

1. Knowledge of Federal Fair Housing and other applicable local, state or federal regulations or willingness to learn.
2. Knowledge of WA state tenant landlord law (RCW 59.18) or willingness to learn.
3. Proficiency with Microsoft Office Suite.
4. Must be courteous, professional and able to work independently and well with others.

## **Qualifications**

1. Prefer one year of real estate property/facility management or related experience, or any similar combination of customer service, education and experience.
2. Self-motivating with a high level of positive energy.
3. Good written and verbal communications.
4. Prefer knowledge of property management hardware and software, in particular, Yardi and On-Site.
5. Successful completion of background check and drug screen is required.
6. Must have at least a high school diploma/GED.
7. Must be able to speak, read and write English in a manner sufficient to carry out the duties.
8. Must be legally qualified to work in the U.S. meeting I-9 guidelines.

## **Physical Demands**

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

While performing the duties of this job, the employee is regularly required to sit, see, talk and hear. The employee is occasionally required to stand; walk; use hands and fingers; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

## **Work Environment**

1. Flexibility to travel to different locations as needed.
2. Valid Driver's License/Valid Insurance.
3. Flexibility to work evenings and weekends as needed.

## **Other Duties**

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the company.

## **AAP/EEO Statement**

HNN provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.



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## Signatures

This job description has been approved by management:

HR

Date:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position:

Employee \_\_\_\_\_

Date \_\_\_\_\_

