



# Chestnut Hill Realty

*Managing People's Apartment Homes with Pride*

## Resident Relations 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.

You will be exposed to operational aspects of property management by being involved in the management office of our fast growing apartment community. The Resident Relations Manager will be directly involved with supporting the property management team along with delivering exceptional customer service, fostering positive resident experiences, and helping build a strong sense of community.

### Primary Duties and Responsibilities

- Act as the main point of contact for new residents and current residents
- Collaborate with the site management to address and resolve resident disputes and complaints
- Collaborate with the site management and maintenance team to address repair needs and ensure property upkeep
- Analyze relevant data to determine and document common customer service issues. Identify and implement strategies to improve the quality of service.
- Help foster a sense of community by organizing resident events and providing information about community amenities and services
- Draft, issue, and track courtesy notices and violation letters to residents
- Conduct regular walkthroughs of the buildings to ensure cleanliness, organization, and that supplies are fully stocked.

### Some of the benefits to you:

- Attractive total compensation package with hourly base pay
- The person in this position is empowered to drive their own success by learning and taking on different tasks
- 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
- Opportunities for professional development and career growth
- Opportunities for recognition and personal development
- Training is provided
- Positive work environment

Chestnut Hill Realty's mission statement is ***Managing People's Homes with Pride***. The Resident Relations Manager is essential to making our mission possible. If you have a positive and enthusiastic attitude with the willingness to go the extra mile for other team members and our residents, we want to hear from you!

*All job offers contingent upon satisfactory background check.*





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