

LEASING + RESIDENT RELATIONS MANAGER

Job Description

Reports To: Operations Manager

Work Location: In Person - Corvallis Office

Direct Reports: 5

Role Type: Department Leadership

POSITION OVERVIEW

The Leasing + Resident Relations Manager leads all leasing and resident services (outside of maintenance and bookkeeping) across 1,000+ units. This role ensures high occupancy, excellent resident experience, resident compliance, and seamless move-in/move-out processes.

Why This Role Matters:

Resident satisfaction and occupancy drive revenue. This role maximizes occupancy, minimizes days on market, maintains resident compliance which protects owners' investments and creates positive resident experiences that lead to renewals and referrals.

ROLE SUMMARY

The Resident Relations Manager is accountable for **leasing operations, resident services, occupancy, occupied inspections, and team leadership.**

KEY RESPONSIBILITIES

1. Team Leadership

- Manage 5-person team: Leasing Lead, Leasing Specialist (x2), Resident Relations Specialist, Inspector

- Conduct weekly 1:1s, department L10 meeting and provide coaching
- Hire, train, and develop team members
- Set clear expectations and drive accountability
- Create positive team culture aligned with Core Values
- Oversee overall success and KPI's of entire team
- Contribute to Leadership Team

2. Leasing Operations

- Oversee all leasing activities
- Ensure quick response to inquiries (<2 hours)
- Monitor showing activity and conversion rates
- Track and minimize days on market
- Maintain occupancy at 96%+
- Review applications for conditional approval, approval or denial within 24 hours
- Coordinate with maintenance on property availability
- Manage all Lease Renewals

3. Marketing & Advertising

- Oversee property marketing and listings
- Ensure quality photos and descriptions
- Monitor advertising effectiveness

4. Resident Services & Retention

- Handle escalated resident issues and violations
- Ensure timely response to resident requests
- Implement resident retention strategies
- Monitor resident satisfaction
- Support lease renewals and reduce turnover
- Create notices and other legal documents for residents
- Manage and review roommate changes for approval or denial
- Manage and review animal changes for approval or denial
- Manage resident appreciation program

6. Move-In/Move-Out Process

- Oversee smooth move-in process
- Double check contracts for accuracy
- Ensure proper move-in documentation
- Oversee smooth move-out process
- Handle security deposit accounting and disputes (with Bookkeeping)

7. Inspections & Quality

- Oversee annual inspections for occupied properties
- Ensure regular property inspections and drive arounds completed
- Monitor property condition and maintenance needs
- Coordinate with Maintenance on identified issues

8. Compliance & Fair Housing

- Ensure 100% fair housing compliance
- Train team on fair housing requirements
- Maintain proper documentation
- Stay current on regulatory requirements

9. Strategic Partnership

- Report department KPIs at weekly L10 meetings
- Partner with other departments on large projects and resident communication
- Contribute to company Rocks and strategy
- Maintain proper HOA documentation as needed

COMPETENCIES & SKILLS

Leasing & Sales

- Strong leasing skills
- Understanding of fair housing requirements
- Customer service orientation

Leadership & Management

- Experience managing teams
- Coaching and development mindset
- Accountability and performance management
- Process improvement focus

Resident Relations

- Conflict resolution and de-escalation
- Professional communication
- Empathy and problem-solving
- Building positive relationships

Operations & Systems

- Property management software proficiency (AppFolio preferred)
- Process optimization
- Attention to detail
- Strategic Thinking

QUALIFICATIONS

Required

- 2+ years managing teams
- 2+ years property management experience
- Fair housing training and knowledge
- Strong customer service orientation

WORKING CONDITIONS

Work Environment

- In Person - Corvallis Office
- Schedule: Mon-Thu 8am-5pm, Fri 8am-4pm, Lunch Daily 12pm-1pm

COMPENSATION & BENEFITS

Compensation

- Salary Range: \$25-\$28 Per Hour DOE
- Potential Quarterly Incentive: Based on KPI performance

Benefits Package

Available after 60 days

- Health Insurance: Medical, Dental, Vision
- Retirement: Simple IRA with 3% match
- Paid Time Off: 80 hours annually

- Paid Holidays: 12 days per year

Equal Opportunity Employer