Job Description:

The Resident Services Representative (RSR) is responsible for administering the Resident Services Program throughout Chartwell’s Fairways property in Derry, NH. The RSR will ensure positive resident relations while also maintaining a connection to the greater community and its resources.

Send resume to: [dhobbs@chartwellholdings.com](mailto:dhobbs@chartwellholdings.com)

Essential Duties and Responsibilities:

* Develops and implements programming for residents that is social, cultural, and/or educational in nature.
* Assists residents with identifying, locating and applying for community services/programs.
* Serves as a liaison for the Community Manager with: venders, staff, residents, prospects
* Maintains regular contact with residents through mailings, social media pages, phone, email, and face-to-face interactions.
* Maintains regular contact with local Social Service agencies, their programs, staff, and services
* Act as a mediator to resolve resident conflicts.
* Produces a monthly Newsletter with content specific for the property
* Maintains weekly/monthly Activity Reports as required by the Community Manager.
* Promotes/Represents Rockingham Village Apartments throughout the region in a variety of settings.
* Accurately maintain the annual budget of the Resident Services Program.
* Enforces property policy (ex: noise disturbance, vandalism, pet clean-up)
* Completes Needs Assessments Surveys for new and existing residents to identify unmet needs and identify resources.

Company Responsibilities

* Greets all customers and assists as needed.
* Responds to resident service requests and concerns in a timely manner.
* Ability to function effectively with YARDI software within 6 months of hire.
* Cross-trained in the basic aspects of property management, including: office administration, leasing, maintenance, and management.
* Completes all Chartwell University training.
* Maintains accurate client records in accordance with company and NH-State policy.
* Assists the Property Manager with other tasks as requested.
* Complies with Company policies.
* Embraces and executes the vision, mission, and beliefs of the Company.
* Supports safety in the workplace
* Be punctual and present at work when scheduled.
  + Flexible schedule is required; including availability to work weekends, evenings, and/or holidays.

**JOB ACCOUNTABILITY FORM**

Job Title: Resident Services Representative

Reports to: Property Manager and Senior Resident Service Coordinator

FLSA Status: Non-Exempt

**Qualifications**

* Education: Prefer four (4) year degree. Degree in business, hospitality, marketing or property management is beneficial.
* Experience: One to three years related experience in social services
* Represent oneself and the company in a professional manner
* Must have a good mechanical ability and be a fast learner with common sense. Must be able to retain what is taught.
* Must be a self-starter who can work efficiently with little supervision.
* Must have the ability to reason and use good judgment.
* Prefer experience in MS Word and MS Excel.
* Knowledgeable Federal, State and Local Fair Housing laws
* OSHA and EPA regulations and company safety policies

**License(s) or Certification(s) Required:**

* Valid driver’s license and current automobile insurance

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

* Sedentary work typically in an office or outdoor environment.
* Lifting and carrying up to 25 pounds is occasionally required.
* Stooping, crouching, reaching, and standing are occasionally required.
* Walking, talking, hearing, and seeing with close visual acuity are frequently required.
* Keying data is repetitive motion and is frequently required.
* The position is not substantially exposed to adverse environmental conditions.
* Driving to client and/or corporate locations is sometimes required.

**UNDERSTANDING OF JOB ESSENTIALS:**

Chartwell Management is a drug free, harassment free workplace. All candidates must pass a drug screen and an extensive background check. Chartwell Management is an equal opportunity employer and does not tolerate harassment, discrimination or retaliation.

I understand that all pre-employment screening activities are conducted in compliance with federal and state employment laws. Background checks are completed during the post-offer stage of the employment process in compliance with the Fair Credit Reporting Act requirements.

**JOB ACCOUNTABILITY FORM**

I also fully understand the content of this job description, have had the opportunity to ask questions regarding this job description, and have had the job duties and responsibilities, qualifications, and physical demands and working conditions explained to me. I am capable of performing the essential functions of this job with or without reasonable accommodation. If I need accommodation, I will ask the hiring manager for it.

Printed Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Applicant or Employee Signature)