



Position Description

Title:	Resident Services Advisor (RSA)
Department:	Administration
Reports To:	Community Standards and Resident Services Manger
Type of Position:	Non-Exempt – Full Time with Benefits
Grade:	3

Position Summary:

The Resident Services Advisor will work closely with and be supervised by the Community Standards & Resident Services Manager. The Resident Services Advisor team will assist the Community Standards & Resident Services Manager with all aspects of Brambleton's resident services program by welcoming all incoming guests, in person or on the telephone, answering and referring inquiries, and assisting residents by maintaining up-to-date knowledge of the Association's services, activities and operations. Working in a team environment, the Resident Services Advisor will also provide general and administrative support to all other Association departments in alignment with the Association's Vision, Mission, and Core Values.

Essential Functions:

- Meets and greets guests at the Association office with friendly and upbeat demeanor, provides a positive first impression and builds rapport with residents. Responds to residents' requests and concerns with prompt, friendly, empathetic, and professional approach.
- Records, organizes, and responds to basic resident questions, account inquiries and work orders.
- Promptly answers all incoming calls on multi-line phone system; directs calls to staff and provides referrals, accordingly.
- Processes and coordinates registrations such as pool passes, events, rentals, etc.
- Accepts and opens all incoming mail, packages, faxes, emails, and processes or distributes as directed.
- Provides assistance with all office activities and general administration. Orders office supplies and supports obtaining service for office and equipment.
- Responsible for maintaining and updating departmental forms and templates, spreadsheets: settlement tracking and certificates of insurance.
- Responsible for creating and distributing time sheets on a bi-weekly basis.
- Processes weekly door lock requests.
- Maintains an orderly, welcoming, and professional environment in the reception area, mailroom, and kitchen.
- Assists with reviewing and updating the website.
- Assists with staff engagement activities and planning.
- Assists the Community Standards Department with emailing, mailing, and filing monthly design review decision letters.

- Assists the Community Standards Department with preparing and emailing post-approval inspection notifications.
- Works as a team with other Brambleton staff on routine or special projects.
- Participates as event support staff as requested.
- Performs related work and all other duties as assigned.

Knowledge, Skills, and Abilities Required:

A. Knowledge & Skills:

- Thorough knowledge and understanding of standard office and administrative practices and procedures and office equipment.
- Provides exceptional customer service with a friendly, warm, compassionate, and outgoing demeanor.
- A minimum of two years of experience working directly with customers or residents in a customer service-related field, community association management experience helpful.
- Must have ability to display and promote the Association's Vision, Mission, and Core Values.
- Proficient in Microsoft Word, Outlook, Excel, and social media. Graphic design skills helpful. Ability to learn and become proficient in new software programs.
- Excellent written and verbal communication skills.
- Ability to work independently, manage multiple tasks at one time. Must be capable of working with existing staff in a close office, team-based environment.
- Interacts and communicates effectively with residents, co-workers, management, committee members and Board members. Maintains composure in difficult situations and acts professionally and with discretion at all times.
- Able to read, type, calculate numbers, follow processes, procedures, and guidelines.
- Very detail-oriented and well organized.

B. Abilities:

- Normal dexterity of hands and fingers.
- Regular, skilled use of personal computers and other office machines.
- Normal physical strength to handle routine office materials, tools, and objects up to 25 lbs.
- Normal eye-hand-foot coordination.
- Normal verbal, written, and non-verbal communication.
- Normal ability to see, distinguish color, and hear.
- Normal sense of touch.

C. Work Environment:

- Primarily office environment: typically sits, walks, stands, bends, stretches or stoops to accomplish administrative tasks.
- Must have the ability to lift up to 25 lbs.
- Participate in outdoor work for the occasional set up, breakdown, and execution of community events.

Note: This job description is not intended to be all inclusive. Associate may perform other duties as assigned to meet the ongoing needs of the organization.