

Golub & Company

Position: Resident Services Coordinator

Chicago, IL

About the job

Chicago-based Golub & Company LLC and its affiliates are active internationally in real estate development, acquisitions, asset and property management, leasing and corporate real estate services. The Company has developed, owned or managed more than 50 million square feet of properties valued in excess of \$10 billion.

We are currently seeking a **Resident Services Coordinator** at Prairie Shores, a 1,675-unit portfolio in the heart of Chicago's Bronzeville neighborhood. This position will report to the on-site General Manager and support management and leasing operations by implementing programs to address resident satisfaction during the renovation process by performing the following essential duties:

- Communicates with residents to ensure residents are knowledgeable regarding community's services, operating procedures, and issues during renovation process.
- Communicates with residents to provide options for transferring and moving through the renovation process.
- Coordinates and conducts the transfer and/or move-out process directly with the resident and appropriate team members.
- Provides constant and consistent communication to the residents with regards to renovation items affecting their home such as water shut-off, elevator usage and excessive noise.
- Responds to resident requests, works with residents to minimize/resolve problems and complaints, and follows through to ensure issue is resolved.
- Coordinates resident service issues with appropriate team members, such as maintenance, leasing, and management and ensures resident issues are resolved in a timely manner.
- Implements applicable company policies and procedures and ensures compliance as needed.
- Ensures compliance with all federal, state, and local laws, specifically Fair Housing regulations.

Qualified candidates will have a Bachelor's degree plus minimum three years related experience. Experience in leasing or property management a must. Individual should also have knowledge of Microsoft Office, Yardi and Entrata software programs. Regular weekend hours will be required.