



## Job Description for Residential Administrator

Department: Residential  
Reports To: Accounting, Property Controller  
FLSA Status: Exempt  
Supervises: N/A  
Approved By: Robin Brankamp  
Approved Date: 12.21.21

### Job Summary

This position provides administrative and operational support to our Residential team and portfolio. This position also provides exceptional customer service to both internal and external customers by utilizing industry knowledge, effective communication skills, and technology expertise.

### Essential Job Functions

- Oversee implementation of functions in Yardi's Residential module to maximize efficiencies; including but not limited to:
  - Process Move – in transactions for new leases and renewals, including retention of all necessary supporting documentation
  - Process Move-out transactions, including but not limited to posting of final charges, security deposit accounting and distribution of necessary legal disclosures
  - Updating, posting, and reviewing monthly rental charges and late fees for entire Residential portfolio and coordinating the delivery of late fee notices
  - Document appropriate legal disclosures for applicant denials
  - Setup of any new Residential properties
  - Automate and maintain Residential Correspondence features to be used independent of and in conjunction with Rent Café
  - Complete month end accounting functions, including but not limited to GPR calculation, bank reconciliation, GL review and any other financial reports needed
- Provide support, troubleshooting and training of Yardi core residential and financial modules to team members
- Assist with preparing the Residential Policy and Procedure Manual
- Conduct periodic audits of Yardi files to ensure adherence to company standards
- Provide administrative support to Regional Manager as needed.

*Employees may be asked to perform other tasks not listed in the essential job functions.*

### **Qualifications and Experience**

- Minimum 3 years' experience with Yardi Residential Module experience **required**.
- Minimum of 5 years' experience in Residential Property Management.
- Minimum of high school diploma or equivalent. Bachelor's degree preferred.
- Effective and responsive communicator that can positively and proactively handle customer, associate, and vendor concerns.
- Proficient with computers and all Microsoft Office Applications
- Ability to exercise strong judgment in analyzing, appraising, evaluating, and problem-solving difficult procedural, organizational, administrative, or technical issues.

### **Physical Demands**

Low physical effort required to sit, stand at files, bend, stoop, lift, and walk. Maximum unassisted lift is 35 lbs. Average lift is less than 10 lbs. Requires ability to use a keyboard and monitor. Also requires the ability to communicate verbally, both in person and on the telephone.