

Training & Resident Experience Manager-Boston, MA based

Position Description:

Under the direction of the Director of Training and Resident Experience, the Training and Resident Experience Manager is responsible for developing and implementing all TCB property management training programs to ensure that team members perform consistently and exceed TCB standards. Assess site performance and provide training solutions, certify that team members understand and use proper sales strategies and maintenance techniques according to TCB Standard Operating Procedures. Identify occupancy trends to assist the Portfolio Operations Managers in improving leasing and retention to meet TCB occupancy goals. Participation in new construction and acquisition to promote brand integrity and successful transition into portfolio to achieve growth strategic plan. This position is responsible for fostering a positive working environment by utilizing a hands on approach to create a productive learning environment and to support growth initiatives.

Essential Functions:

- Implements all training programs in order to build consistency and develop skillful teams capable of carrying out needed sales, customer service, retention and branding initiatives.
- Delivers all aspects of development and training on various topics relating to property management SOP's and polices.
- Coordinates monthly training calendar with curriculum for new hire, career advancement, Yardi, compliance, financial, leasing, PM 101 and process training.
- Implements external trainings by coordinating with third party companies, to include online learning systems and in person seminars.
- Develops new courses and services offered in conjunction with Community Life, MIS, and maintenance to improve productivity and enhance skills. Updates current courses, guides and SOP's.
- Maintains tracking system database for team member's certifications, license renewals and continuing education.
- Visit TCB communities reviewing closing ratios, occupancy, and amenities. Ensure portfolio is in compliance with established TCB standards of marketing, tour route, prospect follow up, curb appeal and service scores. Make recommendations for leasing and retention improvement and implement training as needed.
- Oversees TCB's GEAR UP program for all positions and makes updates to the program as necessary.
- Maintains and updates TCB SOP library. Coordinates the creation of new SOP's by working with various department leads and content experts to implement best practices.
- Review and evaluate weekly occupancy and lease up reports to identify occupancy trends. Work with Portfolio Operations Manager to implement marketing and training strategies with benchmarks to improve occupancy.
- Participate in due diligence, planning and takeover of new construction development and acquisition.
- Develop and present lease up absorption schedule and marketing plans/budgets for new construction, acquisition and rehabs.
- Review TSP, ACOP, R&O, Partnership Agreement, Extended Use Agreement, Regulatory Agreement, Management Plan, Management Agreement, and any other regulatory documents. Ensure site and regional staff is aware of all property requirements.
- Partner with MIS for efficient and timely as possible Yardi setup for new development & acquisition. AUM and AVID are set up is established. Organize for staff training of systems.

- Work with Development and Regional staff to ensure all necessary documentation is obtained from current owner/management agent prior to closing to foster a smooth transition.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Excellent written and verbal communication skills.
- Enhanced computer skills, including Microsoft Office Suite.
- Exceptional interpersonal and presentation skills, ability to lead people and get results through others.
- Capable of organizing and managing multiple priorities and able to generate and create training solutions.
- Incredible customer service skills & the ability to create a customer focused culture.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee routinely is required to sit; walk; talk and hear; use hands to keyboard, finger, handle and feel; stoop, kneel, crouch, twist, crawl, reach, and stretch.
- The employee is required to move around the building or site.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The employee may occasionally lift and/or move up to 20 pounds.
- Travel required.
- Must work under deadlines and ability to meet deadlines.

Education & Experience:

- BA or BS degree preferred or 8+ years' experience in Property Management, marketing or training required.
- 5 years' experience in Property Management or related industry to include Hotel, Retail and Customer Service required.
- Knowledge of Industry Software including Yardi, One Site or MRI.
- Prior experience and knowledge of affordable housing a plus.

The Community Builders, Inc. is committed to ensuring diversity in its workplace, and candidates from diverse backgrounds are strongly encouraged to apply.

Apply Here: <https://home.eease.adp.com/recruit/?id=12819631>