Position: Resident Service Associate
Location: Silver Spring, MD – The Pearl
Reports to: Property Manager, The Pearl
Position Type: Full Time

Objective:

The Tower Companies seeks a dynamic, driven individual to serve as the Resident Service Associate of The Pearl, a premier Class A luxury apartment community in downtown Silver Spring, Maryland. At the edge of Rock Creek Park, the Pearl is a short walk to the Metro's Red Line. The building is beautifully designed by Baltimore-based architects, Design Collective, and is filled with light and natural materials. Living at The Pearl provides residents with innovative ways to revitalize their minds and bodies by offering a peaceful retreat from the hustle and bustle of everyday life. A place to find balance, be happy and Live Wisely! The Pearl offers a luxurious experience, while maintaining Gold LEED certification. Sustainability is a hallmark of this Tower asset. The Pearl is a part of the larger Blairs District, which consists of 4 high-rise buildings, 80 townhouse units, retail and an office building on a 27-acre campus.

As a Residential Service Associate, you serve as the front-line Tower ambassador to our new and current residents at The Pearl. You are helping to build a community, one resident at a time! You take a genuine interest in those around you and representing Tower to the best of your abilities. You enjoy providing top tier customer service to all. You build trust the residents need to feel taken care of. You take pride in your residents, your community, your sales office, your coworkers, and most importantly, yourself and your work!

Key Responsibilities:
As a Residential Service Associate, you are empowered to make things happen every day at The Pearl! Prepare to give your guests an incredible client experience they will not forget! Be the difference! The Residential Service Associate responsibilities include but are not limited to:

- Know the residents and building and exceed resident expectations by anticipating their needs.
- Monitor resident (and building) service requests to ensure timely completion and do daily follow up calls upon completion to ensure resident satisfaction; identify and report emerging trends.
- Monitor common areas inside and outside the building by checking for cleanliness and functionality of all equipment (e.g., coffee machine,

electronics, fitness equipment); monitor trash & compactor, garages, parking lot, and recycling programs as needed; Submit and track service requests, as needed.

- Manage resident communications such as preparing community messages, warning and lease violation letters and announcing these messages as well as service interruptions and scheduled maintenance.
- Collaborate in execution of monthly resident lifestyle events and District-wide events (evening hours required).
- Administer resident and visitor parking, fob activations/reservations, amenity reservations (schedule, charges, pre- and post-inspections), and schedule elevator reservations.
- Receive and process fair housing and accommodation requests and transfer requests; submit for approval and follow through to completion & resident satisfaction
- Resolve resident issues and concerns professionally and promptly. Own issues as they arise and ensure follow up for all matters.
- Ensure follow up needed to ensure residents are adhering to lease agreement, policies and procedures.
- Respond to on-site emergencies, as needed, within a reasonably short response time.
- Support the financial performance of the property in accordance with the established budget. Maximize additional income by selling services and accurately charging fees (e.g., amenities, hospitality suites, parking, pets, and printers).
- Support, cultivate and maintain a strong high level professional relationship with the Concierges, Sales, Finance and Maintenance Teams – keep concierges well informed, monitor incident reports and follow-up as needed; Monitor vendors' actions on site and coordinate escorts for occupied apartments.
- Create an operating environment that assures consistent resident engagement, yields outstanding customer satisfaction ratings and community reviews.
- Document your calls, emails, tours, follow up and anything else in Yardi and CRM to account for your work each day.
- Take the initiative and make plans to attend outreach events such as community events and career fairs to interact with people about our incredible offerings.
- Walk available or targeted apartments to ensure they are rent-ready.
- Support future residents before and during the move- in process – do a final walk-through of the apartment, schedule elevator reservations, contact resident within 72 hours of move, complete and collect move-in inspection checklists, and coordinate with maintenance as necessary. Be ready on move-in day (keys, checklist, a welcoming smile).
- Other duties and responsibilities as assigned by the Property Manager. Perform work outside this position as assigned by the Property Manager to facilitate the efficient operation of The Blairs, not to exceed fifty percent of working time.

Position Requirements & Qualifications:
- A minimum of 2 or 3 years of full time successful work experience in a customer service role
- A commitment to excellence and an elevated service experience as demonstrated through positive words and actions.
- Strong command of the English language; verbal and in writing
- Determined, persistent and consistent follow up actions until issues are resolved.
- Ability to diffuse difficulty situations by employing customer service strategies and maintaining a positive attitude of service.
- Outstanding work ethic; reliable, on time, trusted to work independently
- Maturity and grace in all situations; discernment to know when to escalate an issue to management.
- Coachable and teachable with a strong desire to learn and stay current in techniques and industry trends
- Team oriented; thoughtful, respectful and considerate of others. Never putting self ahead of the team.
- Social media and computer savvy; able to pick up on software programs easily.
- Microsoft Office Suite skills and experience required.
- Strong organizational skills and natural detail orientation; maintaining consistent documentation of work utilizing systems provided.
- Capable of effectively managing multiple initiatives simultaneously.
- Required to work at least one weekend a month in rotation, or as needed and assigned.
- *Candidates under consideration for hire must submit to and pass a background check and drug screening according to Tower's hiring standards and be willing to work in-office.*

Preferred Qualifications include:
- College Degree preferred
- Multifamily residential leasing experience highly preferred

The Tower Companies is an equal opportunity employer and offers a collaborative and exciting work environment, competitive salary and excellent benefits, which include medical, dental and vision coverage, as well as a 401(k) plan.

If you're interested in this position and working for The Tower Companies, please apply via our candidate portal at www.towercompanies.com/careers. **No phone calls please.**

About The Tower Companies
For three generations, the family-owned Tower Companies has maintained a commitment to responsible development and envisions a world where buildings

inspire and enrich the lives of their occupants, and create positive social change. The green building leader owns, develops, and manages over 5 million square feet in the Washington, D.C. metropolitan area consisting of office buildings, office parks, lifestyle centers, regional malls, eco-progressive live-work-play communities and hotels with over 8,000,000 SF in the development pipeline. The Tower Companies built Blair Towns, the first LEED certified apartments in the country, and is an international authority in the industry. We have been recognized for our commitment to sustainability and energy independence by numerous national organizations and federal agencies, including US Green Building Council, US Department of Energy and the US Environmental Protection Agency.