



NEST PROPERTY MANAGEMENT IS HIRING A...

OPERATIONS MANAGER

Nest Property Management is a full-service property management company located in Charlottesville, Virginia. Our portfolio of management encompasses residential rental homes, Common Interest Community management and commercial property management. Our properties are in Charlottesville, Albemarle and surrounding counties.

Established in 2011, it's our goal to provide an excellent experience for our customers and clients. To do this – we look to our Nest PM Promise, the tenets of which are based in strong communication, earning trust, keeping the best interests of clients in mind and focusing on Tenant Happiness. We believe property management should be fun – and, in a business where two days are seldom similar, it's easy to keep things interesting.

So – that's a little bit about us; here's what we're looking for in you!

The ideal person for this position will have a strong work ethic and focus on customer service. A detail oriented, organization-based mind-set is essential. Someone who is a great communicator, comfortable speaking within a multitude of different situations will be very successful on our team. This person must be nimble and a quick-thinker.

THE OPPORTUNITY

So – what is the Nest PM Operations Manager? It's the glue that keeps our team running smoothly, that's what! This position will interface with owners of residential property, current tenants, prospective & future tenants, vendors, and other team members to make sure our processes and work flow go off like clockwork. There is a big focus on communication with this position – you will be the forward-facing voice that many of our customers and clients look to for information. It will be your responsibility to make sure processes such as our work order flow, accounts payable, accounts receivable, leasing and move-in, all happen seamlessly. You'll work with other team members, understand their roles and assist with these processes in a multitude of capacities.

THE DETAILS

Here are a few specific tasks you'll be expected to undertake:

- Communication – This position will put you on the front lines of communication for our tenants and owners of rental property, answering questions related to their lease agreement, management agreement, property inspections, etc...
- Work order coordination – you'll be expected to email the owner when a work order comes in for their property; and to coordinate access with the tenant for completing the work. You'll also interact with tenants via email/phone to initiate work orders.
- Lease Management – The leasing team will engage with you to coordinate move-in processes for new tenants, communicate with the owner regarding the start and end of leases. You'll also work with our project management team to help ensure the home is ready for the new tenant move in and the owner is looped into work completed to make this happen.
- Accounts payable – you'll communicate with vendors and ensure timely and accurate payment of invoices for work orders. You'll establish a line of communication to verify work is completed within a set time period and to ensure invoicing is received.
- Accounts receivable – It's very important that our tenants pay their rent, of course. This position will monitor payments and process reminders to tenants when payments are not received.
- Office Administration & Organization – we aim to be paperless, but there are simply some things that we're required to keep on hand. Those items must be logged, filed and managed – or chaos will ensue! This position takes organization seriously and understands the value of a well-placed filing system.

THE SKILLS

We've touched on a few key ingredients for the right skill-set to be successful as the Operations Manager. Specifically, we're looking for the following:

- Strong back-ground in customer service in a field that engages with the public regularly. Property Management experience is a plus, but not required. We like recruiting people from other industries to add their flare and experience to our particular business.
- Must be able to exhibit thoughtful & polished written and oral communication skills.
- Engaging, transparent, and genuine – both offline and online.
- Organization in a fast-paced environment.
- Savvy with technology and digital channels.
- A team player. We're a small company and everyone pitches in to get the job done.
- Knowledgeable about Charlottesville and Albemarle and love this area.

HOW TO APPLY

To apply for this Charlottesville-based position, please send us...

1. Your resume in [PDF Format](#).
2. A thoughtful cover letter, in [PDF Format](#), and
3. Your salary requirements

The above information can be sent to ally@rentwithnest.com.

No phone calls, please.

Compensation is commensurate with experience. There are opportunities to earn bonuses based on performance metrics. Medical coverage (health and dental) available. And, yes, we've got a 401K plan, too.

This is a full-time job that will require some evening and weekend responsibilities.

Confidentiality is ensured. We can't wait to hear from you!