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Property Management Coordinator

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Company: Sagan

Location: Mexico City

Category: management

Job Position:Property Management Coordinator

Location:Remote (PST Timezone)

Work Schedule:Monday-Thursday 8:00 am to 5:00 pm, Friday 8:00 am to 4:00 pm; (Lunch Break 12:00 to 12:30)

Role Overview:

- 1 . The primary function of the Property Management Coordinator (PMC) is to ensure a seamless and efficient turnover process for properties under management. This role serves as a critical bridge between the maintenance and Owner Relations departments, focusing on meticulously coordinating property turnovers.
- 2 . The PMC oversees all aspects of the turnover process, from initial inspection to the final preparation of properties for new tenants. This includes reviewing inspections, bringing forward maintenance issues or upgrades, obtaining bids for work, and securing approvals from the Owner Relations.
- 3 . The PMC must maintain a high level of quality and attention to detail throughout the process to ensure properties meet company standards.

Principle Duties/Responsibilities:

Daily Huddle daily 8:00 - 8:30 am Check in with internal maintenance staff to update, reschedule, clone, or finish melds in real-time; add complete information for invoice

tracking; confirm time tracking for each job, create new Melds as needed for additional work.

Assist in Special & Large Projects, seasonal projects, inspection notification and scheduling, and additional projects based on company needs; preventative maintenance Sept - March.

Document Management related to Turn Over Maintenance follow communication guidelines on every meld, attach necessary documents/pictures, BIDs

Maintenance Tracking Meeting: complete all follow-ups from the meeting on the same day; be prepared to report any updates on Turn Over Melds.

Zero Out Turn Over Maintenance Filters cleared daily or escalated to the Maintenance Supervisor as to the status

Property Meld utilizes filters and report features; update notes in Property Meld; utilize Brief Description, Maintenance Notes, and Chat appropriately to convey information; create Melds for new work, additional work needed, and internal work/communications.

Turn Over Coordination:

Create Meld Project.

Manage Pre-Inspection Emails, and report with BIDs to the Maintenance Supervisor and Operations Manager with a report within 7 business days of notice received.

Manage Melds with approvals from Pre-Inspection and schedule work within 10 business days of notice received.

Manage Melds with approvals from move-out inspections and schedule work within 4 business days after the move-out inspection is completed.

Coordinate Turnover workflow, review and update daily; escalate immediately any issues or off-track work, weekly assign & schedule vendors, create move-in date, provide the schedule to needed staff & vendors.

Create and Manage 3rd party Vendors Follow up daily as work is completed.

Coordinate quality control by reviewing work orders, vendor notes, pictures, and inspections.

Schedule follow-up for waiting on owner, need approval, waiting on parts, and other applicable tags.

Move-out inspections are completed within 2 business days of tenant vacancy. Report to Maintenance Supervisor and Operations Manager of work needed outside of pre-approvals.

Final Inspections completed after all work is confirmed done 2 days before the tenant moves in; coordinate any work that still needs to be done.

Manage Turnover Process Rent ready within 10-14 days; Remodels ready 14-30 days.

Vendor Management:

Follow-up on vendor timing/action on approved tasks.

Manage, Track, Prepare for approval, and Assign BIDs as needed with Maintenance Supervisor approval.

Leadership:

Develop working relationships with tenants and vendors.

Integrate with the internal team and attend weekly direct reports and department meetings.

Communication to Maintenance Supervisor morning message by 8:15, 2:00 pm check-in, follow all communication and escalation guidelines, Property Meld chat, tag or filer needs.

Create notices and other legal documents for tenants to adhere to ORS 90 for required communications.

Business Metrics:

Meet/exceed individual and department KPIs.

Contribute to Property Management Department metrics.

Skills/ Experience Requirements:

Strong critical thinking and problem-solving

Excellent written and verbal communication skills

Customer service minded

Time management: Ability to multitask/manage multiple projects

Ability to use and understand web-based software and adapt to new technology

Attention to detail

Proactive

Minimum 2 years experience in a maintenance setting (preferred)

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