

Regional Director – REO Rental Brokerage Office

POSITION SUMMARY:

Provides management and direction ensuring FirstService Residential Realty's Regional office and book of business is maintained and operated in accordance with FirstService Residential Realty objectives and client. Responsibilities include working closely with the Vice President, Real Estate Services to facilitate services, solutions and results consistent with the goals established for the regional book of business.

POSITION RESPONSIBILITIES:

- Supervise the management of property managers and support staff for a portfolio of properties and assets in the region to include REO, scattered rental properties and relocation assistance management.
- Responsible for hiring, supervising, coaching, managing and discharging the office support staff and Property Managers.
- Responsible for ensuring that closing ratios and occupancy levels are maintained as identified in the goals of the company and client, ensuring positive tenant relations and complying with all reporting requirements.
- Responsible for local marketing and advertising campaigns to attract and retain tenants.
- Assist with reviewing, revising, and enhancing business practices.
- Ensures standard operating procedures and corporate policies are maintained.
- Identify areas for process improvements and recommend proactive changes to systems, policies, procedures or training as needed to meet the objectives for the book of business and client.
- Responsible for managing the P& L for the assigned book of business
- Responsible for ensuring accurate and detailed documentation of tenant files and systems.

OPERATING SKILLS, KNOWLEDGE & ABILITIES:

Education/Licenses:

Bachelor's degree (B.A. or B.S.) in Business or related field from a four-year college or university, or equivalent combination of education and experience.

Florida Real Estate Broker License preferred

Certified Property Manager, CPM® a plus.

Experience/Knowledge/Abilities:

Property management experience, specializing in residential management portfolios required.

Practical working knowledge of real estate rental brokerage office.

2 to 5 years experience in a senior management position responsible for operating and managing an office or book of business.

Experience managing a P&L and using financial/accounting programs.

A dedicated, detail-oriented professional capable of managing multiple responsibilities simultaneously.

Strong working knowledge of customer service principles and practices.

Strong motivational and sales skills required.

Practical working knowledge of real estate sales brokerage office management is a plus.

Computer literacy: Proficiency and working knowledge of Microsoft Office Applications.

Proficiency and working knowledge of property management software programs. Knowledge of YARDI Voyager software a plus.

Compensation = Base Salary, bonus potential, auto allowance and medical benefits.

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