

Property Management Administrative Coordinator & Maintenance Dispatcher

For The Property Management Doctor

About Us

Our property management company is dedicated to providing exceptional service to both property owners and tenants. We are currently seeking a skilled Administrative Coordinator & Maintenance Dispatcher to join our team and help us maintain our high standards of service.

Job Description

As our Administrative Coordinator & Maintenance Dispatcher, you will serve as a vital link between our tenants, property owners, and maintenance vendors. This role requires strong organizational skills, excellent communication abilities, and previous experience in property management.

Key Responsibilities:

Tenant & Owner Management

- Process new tenant applications and handle move-in procedures
- Conduct tenant onboarding including lease signing, key distribution, and orientation
- Manage owner onboarding and property intake processes
- Maintain accurate records in AppFolio for all properties, tenants, and owners
- Serve as the primary contact for tenant and owner inquiries

Maintenance Coordination

- Receive and process maintenance requests via phone, email, and AppFolio
- Assess urgency of maintenance issues and prioritize accordingly
- Dispatch appropriate vendors based on maintenance requirements
- Track maintenance progress and follow up to ensure timely completion
- Maintain detailed records of all maintenance activities
- Coordinate with property managers on larger maintenance projects

Administrative Duties

- Assist with document preparation and filing
- Support property managers with administrative tasks as needed
- Generate reports from AppFolio for management review

Requirements:

- 1+ years of experience in property management, specifically in administrative or maintenance coordination roles
- Proficiency with AppFolio property management software
- Strong knowledge of property management operations and procedures
- Excellent verbal and written communication skills
- Outstanding organizational abilities and attention to detail
- Ability to prioritize tasks in a fast-paced environment
- Problem-solving skills with a customer service mindset
- Proficiency in Microsoft Office Suite

What We Offer:

- Competitive salary based on experience
- Paid time off
- Professional development opportunities
- Supportive and collaborative work environment

This position is full-time, Monday through Friday. Occasional weekend or after-hours availability may be required for emergency maintenance situations.

If you have a passion for property management, strong organizational skills, and experience with AppFolio, we want to hear from you!