



JOB DESCRIPTION

Job Title: Property Operations Coordinator
Department: Ventures Investment Properties
Reports To: Senior Property Manager
FLSA Status: Non-Exempt, Salary

Position Summary:

Serve as the first point of contact for the property management team. This role supports day-to-day operations by managing inbound tenant communications and coordinating requests, processing invoices, and maintaining accurate records across systems. The position is primarily administrative and process-driven, ensuring consistency, responsiveness, and data integrity across the Westcott Ventures portfolio.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

TENANT COMMUNICATIONS

- Monitor shared inboxes as the first point of contact
- Triage, route, and respond to inquiries and communications
- Track, log, and follow up on open requests ensuring timely completion
- Maintain professional and consistent tenant communication
- Provide internal updates to Ventures Team on tenant issues and request statuses
- Attention to detail in all communications; verbal and written

LEASING SUPPORT

- Prepare notices, correspondence, and inspection documentation
- Support scheduling for inspections, showings, and move in-out activities
- Maintain accurate tenant records and required documentation

MAINTENANCE COORDINATION

- Triage maintenance requests and gather additional information from tenants, as needed
- Troubleshoot basic issues using approved guidelines to reduce unnecessary service calls
- Assign and coordinate work orders with appropriate team members or vendors
- Track progress and update system records

BILLING/INVOICES

- Upload and code invoices for approval and timely payment
- Track invoice statuses and maintain all documentation
- Assist with tenant chargebacks and ensure proper system entry

Competencies: To perform the job successfully, an individual should demonstrate the following.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; executes set goals and objectives; executes on developed action plans.

Problem Solving - Resolves problems in a timely manner; gathers and analyzes information; develops

alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Communications – Strong communication skills, the ability to read, write, speak, and understand English; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Project Management - Execute project plans; assist in project coordination; communicate changes and progress; completes projects on time and within set budgets.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Two plus years in related experience and/or training; or equivalent combination of education and experience. Have a High School Diploma or GED equivalent, with a preference for a Bachelor's degree from four-year college or university

Language Ability:

Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.

Reasoning Ability:

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Proficient in Microsoft Office Suite, including Word, Excel, Teams and Outlook.

Certificates and Licenses:

Valid Driver's License. Meet and maintain Washington State vehicle minimum insurance requirements.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Moderate noise is typical for this work environment. Occasional weekend or evening work required to address emergencies.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1) Employee is frequently required to stand, walk, climb stairs, or sit for extended periods; 2) frequently required to talk and/or hear; 3) occasionally lift and/or move objects up to 40 pounds; 4) occasionally required to stoop, kneel, or crouch; 5) frequently uses hands and fingers to handle, feel or move objects, tools or controls, to reach with hands and arms, and to write; 6) vision abilities include close, color, and peripheral vision as well as depth perception, the ability to adjust focus, and the ability to read; 7) the noise level in this environment is usually quiet to moderate, although noise levels at field jobsites can vary tremendously and become loud.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date