



# Chestnut Hill Realty

*Managing People's Apartment Homes with Pride*

Chestnut Hill Realty has an exciting opportunity for a **Senior Service Manager** to join the team for our Brookline Portfolio. The successful candidate will bring outstanding maintenance and customer service skills, as well as an enthusiastic spirit to ensure a first class resident experience. This position requires significant interaction with residents and prospective tenants on a regular basis. There is already a fantastic, highly skilled team in place at this location. Benefit from having an established team in place and step in as their leader.

## **As a Service Manager, you will:**

- Leads and manage a team of property maintenance technicians on a day to day basis for the Brookline Portfolio
- Work to schedule outside vendors by obtaining competitive quotes and monitoring completion of work performed.
- Maintain a working knowledge of all maintenance programs and capital improvement projects to ensure the proper and efficient operation of systems, preventive maintenance programs, and responses to resident service requests.
- May inspect units as necessary to respond to tenant complaints, prepare for unit turnover, schedule capital improvements, etc.
- Monitor, track and code receivables and payables
- Oversight and management of capital improvements

## **Are you the right person for the job?**

- A minimum of 7 years' apartment maintenance experience required
- A minimum of 5 years' commercial space maintenance experience required
- A minimum of 5 years' supervisory experience required
- Outstanding customer service orientation and superb communication and interpersonal skills.
- Candidate must be computer literate with attention to detail and excellent organizational skills.
- Will be required to be on call for emergency situations or low staffing levels including evenings, weekends and holidays.
- A valid driver's license and a satisfactory driving record.

## **Some of the benefits to you:**

- Competitive compensation PLUS opportunities to earn incentives
- Excellent benefits package including: medical, dental, vision, 401(k), 2 weeks of vacation, your birthday off, PTO for volunteer hours
- Positive work environment
- Annual Maintenance Appreciation Day

Work for an award winning company where you will have the training you need to add to your skill set, the schedule you want to maintain a great work-life balance, and the pay and benefits you deserve. Learn new skills and make a positive impact on people's lives every day.

*All job offers contingent upon satisfactory background check.*





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2021 2022 2023 BEST PLACES TO WORK IN MULTIFAMILY