



## **AMSI Property Management & Special Services Admin Assistant**

### **General Info:**

The Administrative Assistant will be part of the Property Management and Special Services department.

This is an entry-level position, with possibility to grow within the company for the right fit. *(Trial period duration to be determined as well as Employee/Contractor Status/Pay for HR purposes)*

We are looking for somebody who is willing to work under supervision, is comfortable being part of a team as well as working independently. Respect to others, ability to work under pressure in a fast-paced environment as well as a strong desire to learn are key to have a successful experience at AMSI.

Attendance: Our office hours are from 8:45 a.m. to 5:00 p.m. Monday to Friday. For tardiness, call your supervisor. To take days off, please send an e-mail in advance for approval.

Customer Service is the core of our business at AMSI. Therefore, every admin. assistant regardless of the department assigned, will be required to spend at least one afternoon per week at the reception/front desk of the company, answering phones and greeting customers.

Company meetings, property tours and networking events: AMSI highly encourages all its staff members to participate and attend weekly company meetings, accompany agents on tours and appointments (when possible), and promote company services at networking events and engagements.

The administrative assistant will start with basic business administration and customer service tasks, and upon progress and learning curve, and shown interest, new projects will be integrated gradually to your schedule. He/She will learn how to use AMSIWARE, the company proprietary software as well as other software and tools.

### **Property Management & Special Services Duties:**

#### **Property Owner Relations & PR:**

- Property Management Files Administration: create new property master files, archive old files and maintain Unfurnished and Furnished Master files.
- Assist Property Manager with various administrative, customer service and PR tasks including follow up on requested tasks by property owners/clients.





- Assist with New Online (Properties) process in office: act as a link between the Acquisition agents bringing the properties into our programs and the Communique/Property Management department, which includes: Key making and parking/access devices, distribution of completed inspection forms to all parties involved (Acquisition agent, PR dpt. and Communique Files).
- Assist with Offline Process: remove sets, originals, medicos etc. from Key room, mail (certified) back to owner, archive remaining sets and purge old ones.
- Assist with Departure Inspection process: accompany Property Manager or Inspector to inspect property after client departures and before client arrivals, follow up and coordinate with billing and major issues from inspection (including item replacement, work order and service call requests and key/access devices)

Property Key Administration:

- Supervise Key room: maintain inventory of all required property access devices/keys, oversee replenishment (key making, access card and parking genies replacement and delivery), and maintain a secure and accurate key check-out procedure.

Tenant Relations:

- Writing and issuing 3-day Notices to Tenant to pay or quit
- Writing and issuing Rent increase notifications to Tenant when applicable
- Calculate rent increases as permissible by local and state laws
- Assist with designing and creating newsletters and informational brochures destined to AMSI clients and tenants
- Assist Tenant Relations Coordinator with phone calls and emails follow-up
- Assist in coordinating requested maintenances tasks with vendors, maintenance staff and Property manager

Special Services:

- Postcard Campaigns & Mailings
- HOA Spreadsheet: update and manage client and vendor database

AMSI is a licensed and bonded Property Management and Real Estate brokerage with specialized services as a housing provider in the San Francisco Bay Area, San Diego, New York, and Hawaii: Furnished and Unfurnished Rentals, Real Estate Sales, Relocation and Leasing, Corporate Housing, and Special Services (Maintain, Art Of Cleaning, etc.)

The administrative assistant will work closely with Iyya Kailani and Nathan Murdock.

