



## **JOB DESCRIPTION**

**JOB TITLE:** OPERATIONS ANALYST, RESIDENTIAL SERVICES  
**LOCATION:** ACKERMANN GROUP  
**REPORTS TO:** VP, RESIDENTIAL SERVICES

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### **BASIC PURPOSE:**

Under general direction of the Vice President of Residential Services, the Operations Analyst is responsible for overseeing a variety of support and analysis functions for the Residential Services. The Operations Analyst interacts directly with Regional Managers, On-Site Associates, Accounting Managers, and Executives to enhance the performance and scalability of the Residential Services division.

### **ESSENTIAL FUNCTIONS AND SKILLS:**

- Conducts analysis of the Residential Services business processes and performance metrics including but not limited to:
  - Occupancy and Leasing Trends
  - Operational Compliance, including Community Evaluations
  - Monthly, Quarterly, and Annual Financial trends, including investor variance reporting
- Works to identify and remedy process flaws for the Residential Services business. Identifies bottlenecks and inefficient processes specifically related to operating systems and processes. Works with Executive team to develop and implement new processes and solutions.
- Develops and documents operational policies, procedures, and best practices for the Residential Services business.
- Assists with the evaluation, implementation, ongoing management and oversight of divisional software products including but not limited to:
  - Yardi Products (Voyager, Rent Café, Rent Café CRM)
  - Grace Hill
  - YES Utility Management
  - Develops training materials and conducts systems training with new and current Associates.
- Compiles regular and special reports on operational and financial metrics to share with Executive team. Assists with the development of improved financial and operational reporting tools, as needed. Including variance reports, quarterly forecasting, and divisional key performance indicators.
- Responsible for annual budgeting process.
- Assists with due diligence of new assets.
- Develops, oversees and analyzes vendor management protocols, including pre-qualification process and contract compliance.
- Acts as a Project Manager for special projects within the Residential Services.
- Completes other projects as directed and assigned.

**JOB QUALIFICATION REQUIREMENTS:****Knowledge/Experience:**

Bachelor's degree in management, finance, or business administration. Previous operational and/or financial analysis experience is highly desired. Previous Real Estate or Property Management experience is highly desired. Strong interpersonal skills and an ability to effectively act as a liaison between multiple divisions.

Additional requirements. Requires the ability to multitask and meet deadlines while working in a fast-paced, dynamic environment. Strong operational reporting, financial reporting, and quantitative skills, including the ability to build financial and operational reporting models. Analytical skills, creativity, and problem-solving skills with attention to detail. Ability to implement processes, procedures, and software. Ability to follow written and verbal instruction and to work independently

Work may require some travel, including overnight.

**Machines, Tools, Equipment and Software:**

Examples can include: Extensive knowledge of Excel, Word, and computer systems required. Experience with property management accounting software (i.e. Yardi Voyager) and QuickBooks. Computer, telephone, photocopier and vehicle.

**PHYSICAL AND VISUAL ACTIVITIES:**

The physical demands and work environment described herein are representative of the criteria of that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to individuals with disabilities to perform these functions in accordance with applicable law.

While performing the duties of this job, the employee is regularly required to walk and stand; handle or feel objects, reach with hands and arms; talk and hear. Occasional climbing, balancing, stooping, crouching, and crawling; specific vision abilities include close vision, distance vision, depth perception, and ability to focus. Work requires occasional lifting and movement up to fifty (50) pounds.

**WORKING ENVIRONMENT:**

Corporate office and site locations.