



Assistant Community Manager

Michael Lee

Professional summary

Detail-oriented Assistant Community Manager with 7+ years of experience supporting property management teams in administrative and operational tasks. Skilled in tenant relations, lease administration, and ensuring smooth daily operations. Passionate about creating welcoming environments for residents.

Experience

Assistant Community Manager

July 2020 - Now

Harborview Apartments / Seattle, WA

- Assist in managing a 400-unit apartment complex, acting as the first point of contact for tenant inquiries and concerns.
- Process rental applications, lease renewals, and payments, achieving a 98% on-time collection rate.
- Coordinate repairs and maintenance schedules with contractors to minimize downtime.
- Conduct move-in and move-out inspections, ensuring compliance with property policies.

Leasing Consultant

May 2018 - June 2020

Emerald Towers / Bellevue, WA

- Marketed available units through online platforms, increasing occupancy rates by 15% in two years.
- Provided tours and assisted potential tenants in selecting apartments that fit their needs.
- Prepared leasing agreements and ensured timely submission of required documents.
- Collected feedback from residents to inform improvement initiatives, boosting tenant satisfaction scores.

Volunteer Experience

- Organized community clean-up events in collaboration with local nonprofits, improving property grounds and community involvement.
- Coordinated food drives during holidays, benefiting over 200 local families annually.

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Links

LinkedIn: /in/michaellee

Education

Associate Degree in Business Management

Seattle Community College

2018

Fair Housing Certification

Earned August 2019

Skills

Tenant Relations

Lease Administration

Maintenance Coordination

Microsoft Office Suite

Customer Service