



Associate Director of Real Estate Job Description

Overview

This is a full-time, non-exempt, non-remote position located in Memphis, Tennessee. Occasional travel may be required. The associate director of real estate will receive a salary commensurate with education and experience. Oak Service Corporation offers a competitive benefits package including group health, dental, vision, and disability coverage, 401(k) plan (after one year of service), annual paid time off, vacation and holiday leave, and professional development funds.

General Responsibilities

The associate director of real estate reports to the chief financial officer and provides support to all areas of real estate operations. This position oversees specific real estate programs and assists with administration of others. Job responsibilities and tasks for the associate director of real estate are subject to change based on the needs of the organization and at the direction of the chief financial officer.

Specific Responsibilities

- ◆ Assist with management of operation and budgeting for owned properties
- ◆ Assist with managing leasing cycles for owned properties
- ◆ Prepare and distribute invoices and process rent and loan payments
- ◆ Prepare and distribute annual loan and custodial fund statements
- ◆ Assist with regular loan servicing and closings including:
 - Verifying insurance compliance, IRS reporting, and good standing within the state for existing loans
 - Administering property tax tracking and flood zone certification for existing loans
 - Overseeing loan document traffic and coordinating with legal counsel for loan closings
- ◆ Assist with the preparation and/or creation of real estate related educational programs
- ◆ Oversee real estate awards program
- ◆ Compile real estate content for monthly newsletter
- ◆ Other duties as assigned

Knowledge

- ◆ **Education:** Bachelor's degree required
- ◆ **Administrative:** Knowledge of procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology
- ◆ **English Language:** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- ◆ **Customer Service:** Knowledge of principles and processes for providing customer service; this includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Technical Skills

- ◆ Proficiency in Microsoft Office productivity software including Word, Excel, Outlook, and PowerPoint
- ◆ Understanding of basic database operations including processing of information updates, queries, reports, and data exports
- ◆ Understanding of customer relationship management (CRM) software
- ◆ Basic understanding of accounting including reading financial statements
- ◆ Familiarity with automated clearing house (ACH) transactions
- ◆ Understanding of QuickBooks Online accounting software is a plus

Personal Skills

- ◆ Strong work ethic and positive attitude
- ◆ Team-oriented professional work style
- ◆ Strong organizational skills
- ◆ Excellent communication skills, both oral and written, and strong interpersonal skills
- ◆ Attention to detail and deadlines with the ability to manage competing demands for time

Core Competencies

- ◆ Action Oriented
- ◆ Instills Trust
- ◆ Ensures Accountability
- ◆ Communicates Effectively

Oak Service Corporation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability or genetics. In addition to federal law requirements, Oak Service Corporation complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

For immediate consideration, please submit a cover letter detailing your qualifications, resume, and available start date to:

J.R. Parsons
Chief Financial Officer
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