

Resident Relations & Field Operations

Location: Milwaukee, WI - local role

Brief Company Summary: About Welcome Home Milwaukee

WHM Vision

To set the standard for property management in Southern Wisconsin by delivering unmatched service, strengthening asset performance, and creating homes and communities where people thrive.

WHM Mission

People choose to work with us as the bridge between investor and resident, because we elevate investments through quality property management

- Provide convenience
- Provide high-quality customer service
- Provide a positive impact on livelihood, including the property, resident, and team members
- We are deeply rooted in community partnerships

Job Description:

We are looking for a proactive, resident-focused professional to manage the on-the-ground operations and resident experience for a local property management squad. This role combines in-field responsibilities—such as inspections, move-ins/outs, and site visits—with resident communication, compliance, and oversight of the renewal and delinquency processes. You will act as the squad's visible presence in the community, ensuring a smooth resident journey and high-quality property condition, while closely coordinating with internal departments to maintain efficiency and accountability.

Responsibilities:

- Serve as the primary resident contact for non-leasing concerns, delivering proactive communication and setting clear expectations for maintenance, move-ins/outs, and renewals.
- Own field operations: conduct all key inspections (move-in, move-out, periodic), perform turn oversight, and manage on-site escalations.
- Monitor and manage the delinquency workflow at the squad level, coordinating follow-up and compliance actions as needed.
- Act as the local face of the renewal process, answering questions, encouraging inspection scheduling, and identifying renewal risks.
- Prepare security deposit dispositions post-move-out using internal tools and workflows.

- Keep inspection reports, photos, and updates current in AppFolio/LeadSimple to maintain real-time visibility for the squad.

Qualifications:

- 2+ years in property management, field operations, or residential services.
- Strong interpersonal and communication skills, with a customer-first mindset.
- Comfortable using property management software and inspection tools (AppFolio, LeadSimple, zInspector).
- Detail-oriented with excellent documentation and organizational habits.
- Able to manage time effectively during busy operational cycles (start/end of month).
- Valid driver's license and reliable transportation required for fieldwork.
- Schedule will require weekend availability as needs fluctuate across months and seasons

Key Performance Indicators (KPIs) - subject to adjust based on performance and company needs

- Renewal Inspections Completed
- Renewal Rate
- # workorders in the first 30 days after Move In
- % Collected Rent (delinquency and collections)

Suggested Salary Range and Benefits:

- **Salary Range:** \$48,000-\$52,000

- **Benefits:**

- Health Insurance
- PTO/Holidays
- 401k Matching
- Parental Leave Policy