



PAMELA MONROE

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PROFESSIONAL SUMMARY

I have a successful track record which can bring strong leadership skills that may be beneficial on a city board position.

I hold a real estate broker's license for the State of Alabama and a Certified Property Management (CPM) designation issued by the Institute of Real Estate Management (IREM). IREM represents over 19,000 members. I was the International President in 2009, have received many recognitions and have remained active on various committees and the Foundation Board. *Most recently i served for three years on the National Affordable Housing Management (NAHMA) national board of directors*

I have served on various boards in my career including the Fairhope Chamber of Commerce, Red Stick Kiwanis, IREM Foundation, La Triomphe Education Foundation

SKILLS

- Managing people
- Excelling in managing relationships with third party ownerships
- Meeting/exceeding financial expectations
- Risk Management oversight
- Accountability
- Maintaining physical assets

EXPERIENCE

January 2014 - April 2020

V P Property Management

National Church Residences | Columbus, Ohio

- Ultimate responsibility for the day-to-day operations for 23,000 units: in 340 locations in 25 states and Puerto Rico to ensure maximizing profitability and sustainability of assets while adhering to all applicable federal laws, rules, and regulations relating to rental agreements, tenant rights, and maintenance issues.
- Focus on senior affordable housing that offers comfortable housing, socialization and health care
- Direct reports included 4 Regional Vice Presidents and the Director of Compliance
- Risk management oversight

- Improve employee satisfaction using survey tools
- Improve resident satisfaction via survey tools
- Reduce occupancy concerns. Mitigated unit vacancies through proactive lease renewals, frequent rental promotions, and tenant rewards programs.
- Conducted unit move-out inspections to identify necessary repairs and record damages.
- Monitored market rates and continually established rental promotions to maintain competitive pricing.
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February 2002 - January 2014

Senior Vice President

Community Realty Management | Pleasantville, New Jersey

- Ultimately managed the day- to- day operations of a multifamily property management company.
- Responsible for oversight of every department
- Modernized operations with successful use of technology such as Real Page software
- Contributed to strategic direction, goal-setting, and decision-making of company operations.
- Directed proactive and highly-successful client relations by personally being involved in third party accounts.

EDUCATION

B S Education

University of South Alabama, Mobile, Alabama