

Latisha Bendixen

Office Manager, Administrator, Customer Relations Specialist

Fort Collins, CO 80521

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970-308-2888

20 years experience in Customer Relations.

15 years experience in:

Marketing: Targeted ideal consumers, media planning using a range of informational outlets.

Administration Duties: answered and screened incoming calls, then routed accordingly, scheduled meetings and appointments, booked travel, greeted customers in person, by phone, email and mail. Anticipated needs of the office staff to insure the business was well maintained.

Accounting: Accounts Receivable, Accounts Payable and maintained aging reports, high volume collections.

Office management: preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, assigned and monitored clerical functions, budgeting, supervising and training staff.

6 years experience in Property Management: Section 42 Tax Credit, LIHTC, Section 8, and Lease Up procedures. Current Certificate of Completion in CHFA and Grace Hill Low-Income Housing Compliance Training.

Computer and additional skills include but are not limited to:

Medical: Terminology, Billing, Coding
Microsoft Office: Word, Excel, Outlook, PowerPoint, Access. Oracle, Quickbooks, Yardi Affordable/Conventional, On-site/RealPage Affordable/Conventional. Capable of learning how to operate new software systems easily and proficiently.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

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Work Experience

Assistant Property Manager Ute

Creek Apartments - Longmont, CO

December 2017 to August 2018

Managed opening and closing of the Leasing office. Collected required documentation for the approval of applicants.

Toured by appointment or walk-in prospects to tour.

Collected payments.

Generated daily/monthly delinquent account report.

Posted three day demands for nonpayment. Worked with attorneys to process evictions. Assisted residents with acceptable payment arrangements.

Posted rental payments, deposits and application fees into one-site.
Created and published monthly resident newsletter.
Worked as a liaison between residents, applicants, and the Property/Maintenance Managers.
Worked with residents to troubleshoot possible maintenance issues, and to resolve complaints.
Submitted and followed up on resident work orders.
Assisted the Property Manager as needed.
Followed up with applicants.
Interacted positively with applicants, team members, vendors and the general public.
Marketed the community and amenities to close sales and maintain high occupancy.
Entered work-orders and followed up to confirm satisfaction.
Assisted Property Manager with required tasks. Generated resident Leases, Renewals, and Move-out paperwork.

LIHTC Leasing Consultant FPI

Management, Inc - Longmont, CO
January 2017 to December 2017

Section 42 Tax Credit Lease up, LIHTC.
CHFA Certification.
Fair-Housing I & II, Grace Hill property management continuing education courses.
Managed initial contact with prospects, and provided all appropriate criteria to insure prospects understood the affordable housing guidelines.
Managed Section 42 affordable housing application process.
Worked with local affordable housing programs as a liaison to insure information was received and processed correctly.
Maintained files according to established procedures.
Interacted positively with prospects, team members, vendors and the general public.
Built relationships with prospects to maximize lease up goal and occupancy.
Marketed the community and amenities to close sales and maintain occupancy goal.
Prepared applications, welcome packets, lease files and qualification documents for the LIHTC affordable housing program.
Leased Up property and met 100% pre-lease goal.

Leasing Agent

Terra Management Services, LLC - Fort Collins, CO
March 2015 to January 2017

Section 42 Tax Credit. CHFA Regulated.

Interacted positively with residents, team members, vendors and the general public.
Gave thorough information on all community policies and procedures to new residents.
Marketed the community to maintain high occupancy.
Insured excellent follow up with prospective and residents.
Manually calculated applicant's income and assets according to compliance.
Created welcome letters, lease files, renewal letters, leases, notices to vacate and statements of demand.
Processed all required documentation to meet compliance requirements set by CHFA and the Fair Housing Act.
Used troubleshooting techniques to process and resolve resident complaints.

Academic Advisor

Weston Distance - Fort Collins, CO

April 2007 to March 2015

Advised and assisted students with information to determine the best academic schedule to meet student goals.

Exceeded expectations in tuition collections and payment arrangements.

Corresponded with 100-150 students a day to meet collection/retention goals.

Won yearly collection contest, for collecting over \$500,000

Counseled students struggling with academics and referred students to the correct Instructor department to receive assistance with course comprehension.

Instructed students on how to navigate online education software.

Maintained follow up procedures to ensure student retention.

Took on escalated issues to determine and solve student issues and complaints.

Maintained high productivity level Reception back up coverage.

Took on many new tasks as needed.

Office Manager

Cribbs Construction - Denver, CO

November 2011 to December 2013

Implemented policies and procedures to fulfill company goals.

Managed and organized all vendor and customer files.

Maintained all vendor credentials.

Managed bookkeeping, accounts receivable, accounts payable and reconciliation of accounts.

Utilized AR aging report to keep track of unpaid invoices and stages of delinquency.

Processed invoices and maintained profit and loss records.

Submitted change orders with the assistance of the General Contractor to guarantee customer satisfaction.

Followed up on all outstanding invoices to collect funds due.

Payroll.

Utilized Quickbooks Pro.

Managed employee records and processed all employee corrective action procedures.

Financial Aid Officer

Student Services - Fort Collins, CO

April 2007 to September 2011

Analyzed agency third-party tuition assistance program requirements to determine student eligibility for tuition assistance.

Responded to phone/email/mail requests from prospective students, current students, and vendors requests.

Maintained all records for grant, scholarships, and third-party tuition assistance.

Supplied information needed for an authorization to be produced for third-party tuition assistance.

Student account management.

Managed Student Services retention program, and exceeded retention expectations.

Trained Staff on how to operate new computer systems.

Education

Associate in Administration

CAREER INSTITUTE - Fort Collins, CO

January 2009 to October 2011

High school or equivalent in General

Rocky Mountain High School - Fort Collins, CO

August 1996 to May 2000

Skills

Accounting (7 years), collections (7 years), Credit (10+ years), Customer relations (10+ years), Microsoft office (10+ years), Ms office (10+ years), Office management (10+ years), Payroll (5 years), property management (5 years), Quickbooks Pro (7 years), Manager (10+ years), Yardi (3 years), Marketing (10+ years), Excel (10+ years), Word (10+ years), Powerpoint (10+ years), Oracle, Financial Reporting, Budgeting, Accounts Payable, Microsoft Excel, Microsoft Word, Access, Pivot Tables, Forecasting, Financial Modeling, Hyperion, Leasing, Quickbooks, Filing, Onesite, Management, retail sales, Outlook