

# Meghan Pooley-Hockstad

Parker, CO 80134

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+1 720 469 4778

Motivated professional offering strong communication skills, proven customer satisfaction and excellent sales records. I am extremely reliable and always seek to approach any situation with a friendly and service driven attitude. I have an open and willing attitude when it comes to learning new processes, tools and skills. I am driven to achieve success, whether I am working independently or as a high performing member of a team.

Authorized to work in the US for any employer

## Work Experience

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### **Office Administrator**

Caliber Collision - Greenwood Village, CO

December 2020 to Present

- Work closely with the General Manager to create a team environment producing high performance results
- Create and maintain a front office environment of World Class Customer Experience through example
- Assist with providing all teammates with the necessary tools, training and information to effectively perform their jobs
- Ensure center's consistent application of all Caliber SOPs through ongoing training and monitoring
- Ensure R.O. file accuracy and SOP, DRP and regulatory (BAR) compliance during repair and prior to vehicle delivery
- Provide accurate and timely payroll and HR-related administration and recordkeeping for all center associates.
- Maintain Accounts Receivables, Accounts Payable accounts procedures to company standards
- Complete all Accounting related daily, weekly and monthly processing and reports per company SOPs and in a timely and consistent manner
- Ensure controllable expenses are within acceptable guidelines
- Recognize and proactively manage potential problems (associate safety, customer, facility, etc.), including escalating to next level as necessary
- Other duties as assigned

### **Office Manager**

Colorado Deck and Landscape - Aurora, CO

June 2019 to February 2021

Ensure organization and efficiency in all operational tasks within the office, including actionable response to all customer inquiries and leads, financial management, and office supply demands

\* Coordinate all new project activities including kick off meetings, initial requirements gathering for all necessary plot plans, scheduling utility locates, and inputting project data into ArchiCAD

\* Manage all marketing and communications within the company's social media platforms

## **Financial Manager**

Wasatch Premier Communities - Parker, CO

June 2018 to June 2019

- \* Conduct and compile data from standard audits for insurance, utilities and file accuracy as well as complete consistent review of pending resident files and provide approval
- \* Responsible for new resident tasks from showing apartments, answering questions, completing lease review and approval and move in tasks
- \* Organize all leases and renewal approvals and communicate any lease changes in efforts to retain residents.
- \* Manage financial aspects of deposits, rent payments, resident credits, utilities and collections
- \* Coordinate all work demand requests via Yardi software with maintenance teams
- \* Plan and execute all community activities

## **Leasing Consultant**

Sentinel Real Estate Corp - Aurora, CO

February 2017 to May 2018

- \* Conduct and compile data from standard audits for insurance, utilities and file accuracy as well as complete consistent review of pending resident files and provide approval
- \* Responsible for new resident tasks from showing apartments, answering questions, completing lease review and approval and move in tasks
- \* Organize all leases and renewal approvals and communicate any lease changes in efforts to retain residents.
- \* Coordinate all work demand requests via Yardi software with maintenance teams
- \* Plan and execute all community activities

## **Leasing Consultant**

Legacy Partners - Aurora, CO

March 2015 to February 2017

- \* Conduct and compile data from standard audits for insurance, utilities and file accuracy as well as complete consistent review of pending resident files and provide approval
- \* Responsible for new resident tasks from showing apartments, answering questions, completing lease review and approval and move in tasks
- \* Organize all leases and renewal approvals and communicate any lease changes in efforts to retain residents.
- \* Coordinate all work demand requests via Yardi software with maintenance teams
- \* Plan and execute all community activities

## Education

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### **Associate in Animal Science**

Bel-Rea Institute of Animal Technology - Denver, CO

September 2010 to December 2013

## Skills

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- Microsoft Office

- Payscale
- Entrada
- Yardi
- Rent Dynamics
- Yeildstar
- Bluemoon
- RentCafe
- CoreLogic
- ArchiCad
- Quickbooks
- SAGE
- Task Coordination
- Customer Service
- Problem Solving
- Event Coordination
- Organization
- Communication
- Financial Management
- Accounts Receivable
- Office Management
- Accounts Payable
- Financial Report Writing
- Property Management
- General Ledger Accounting
- Account Reconciliation
- Bookkeeping
- Management
- Adobe Acrobat