

MOINIAN

Property Management Associate

New York City

Columbus Property Management, the exclusive manager of The Moinian Group's luxury residential portfolio, is seeking a highly organized and detail-oriented Associate to join its Manhattan-based Property Management team.

This position plays an integral role in supporting the daily operations of a premier, high-traffic residential property, partnering closely with on-site leadership and leasing teams to uphold operational excellence and deliver an exceptional resident experience.

Core Responsibilities

Operational Support

- Support daily property management functions in full compliance with company policies and procedures.
- Coordinate and monitor work orders for resident units and common areas, to ensure timely completion and resident communication.
- Follow up on open service requests to investigate delays, determine course of action and coordinate resolution and resident satisfaction.
- Assist with move-ins and move-outs, including documentation review, scheduling, and system updates.
- Maintain organized property files, digital records, and compliance documentation.
- Serve as a liaison between residents and affordable housing consultants on annual compliance requirements.
- Schedule inspections.
- Assist with various projects as needed.

Resident Services

- Serve as a point of contact for resident inquiries, emails, and phone calls.
- Respond promptly and professionally to resident concerns and service requests.
- Escalate complex matters to the Assistant Property Manager or Property Manager as appropriate.
- Support property-wide communications and notices as directed.

Financial & Administrative Support

- Assist with invoice processing and coding in Yardi.
- Support billing preparation and review for accuracy prior to submission.
- Assist with arrears follow-up and respond to ledger inquiries as directed.
- Maintain organized financial documentation and vendor records.

MOINIAN

- Assist with Purchase Order submission and coding in Yardi.

Leasing Coordination

- Enter new leases, renewals, and amendments into Yardi accurately and timely.
- Coordinate closely with the Leasing Team to ensure all required documentation is complete prior to lease execution.
- Assist with lease file audits to ensure compliance and accuracy.
- Prepare lease-related reports and update occupancy data as directed.
- Support onboarding process for new residents, ensuring proper system setup and documentation.

Vendor & Compliance Support

- Assist with vendor scheduling and service coordination.
- Track certificates of insurance and ensure compliance documentation is current.
- Support invoice tracking and submission in coordination with management.
- Identify documentation gaps and escalate accordingly.

Position Requirements

- 1–3 years of residential property management experience (luxury Manhattan experience preferred).
- Experience with high-rise or large residential assets preferred.
- Strong understanding of property operations and resident services.
- Yardi experience is strongly preferred.
- Familiarity with DHCR rent stabilization and rent subsidies
- Strong MS Office skills (Word and Excel).
- Excellent customer service and communication skills.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.

Seniority Level

Early to Mid-Level

Employment Type

Full-time