

Rental Experience Coordinator

Location: Bellefontaine, Ohio (On-Site)

Reports To: Property & Leasing Manager

Company: Small Nation

About Small Nation

Small Nation develops *spaces, places, and dreams* by investing in downtowns and restoring buildings that create opportunity for entrepreneurs and communities. Our work includes leasing and managing commercial and residential properties, revitalizing historic assets, and operating a growing network of self-storage locations across west-central Ohio. We're passionate about transforming places and helping entrepreneurs thrive.

Position Overview

We are seeking a highly organized, customer-focused **Rental Experience Coordinator** to support the daily operations of our real estate and self-storage portfolio. This individual will assist in leasing, property operations, vendor coordination, tenant relations, and administrative support—with a focus on outstanding service and operational excellence.

This role will also support the rental success of **four self-storage locations** that serve residential, commercial, and boat/RV tenants across **Indian Lake, Ada, and Bellefontaine, Ohio**.

This is an **in-person position** based at our headquarters inside **BUILD Cowork + Space at 139 S. Main Street, Bellefontaine, Ohio**.

Key Responsibilities

Leasing & Customer Service

- Respond to inquiries via phone, email, and in person.
- Conduct tours and showings for commercial, residential, and storage spaces.
- Onboard new tenants and assist with lease execution and move-in coordination.
- Provide a high level of customer support and help resolve issues promptly.

Self-Storage Operations

- Support occupancy and rental performance of four self-storage facilities.
- Manage unit availability, tenant communication, and gate access support.
- Ensure smooth move-in/move-out experiences and process monthly payments.

Maintenance & Vendor Coordination

- Coordinate with vendors and contractors for routine and emergency maintenance (HVAC, plumbing, snow removal, etc.).
- Track maintenance issues and ensure they are resolved quickly and thoroughly.
- Assist with service calls, signage updates, and property upkeep needs.

Administrative & Financial Support

- Use property management software (e.g., AppFolio or similar) to manage leases, payments, and tenant records.
- Support monthly billing, rent collection, deposits, and reporting.
- Make service and courtesy calls to maintain strong relationships with tenants.

Marketing & Signage

- Coordinate with vendors to update marketing materials and property signage.
- Help promote available spaces and storage units through appropriate channels.

Qualifications

- Experience in property management, leasing, self-storage, or administrative roles is preferred.
- Strong customer service and communication skills.
- Proficiency in Microsoft Office and property management software platforms.
- Organized, detail-oriented, and comfortable managing multiple priorities.
- Able to work independently and problem-solve in a fast-paced environment.
- Valid driver's license and reliable transportation for occasional site visits.

Work Details & Compensation

- **Location:** On-site at BUILD Cowork + Space, 139 S. Main Street, Bellefontaine, Ohio
- **Schedule:** Full-time, Monday–Friday (some flexibility for evenings/weekends)
- **Salary:** Starting at \$40,000 per year
- **Benefits:** Paid time off and two weeks of vacation after 90 days of service

Apply online: <https://smallnationstrong.com/contact/careers/>

Why Join Small Nation?

We're not just managing properties—we're building communities. At Small Nation, you'll work alongside a passionate team driving real impact in small-town revitalization. You'll help shape neighborhoods, support entrepreneurs, and be part of a mission that matters. www.smallnation.com