




# The Power of Promptness: A Property Management Company Elevates Their Client Satisfaction and Retention Rate With A Remote Maintenance Coordinator

## About The Property Management Company

Since 2002, this premier property management company in Dallas, Texas has expertly managed a diverse portfolio of residential properties. Comprising a team of seasoned industry professionals, their collective mission is to provide comprehensive management services. By leveraging strategic planning and advanced technology, they strive to enhance the value of their clients' real estate investments and ensure a seamless, stress-free client experience.

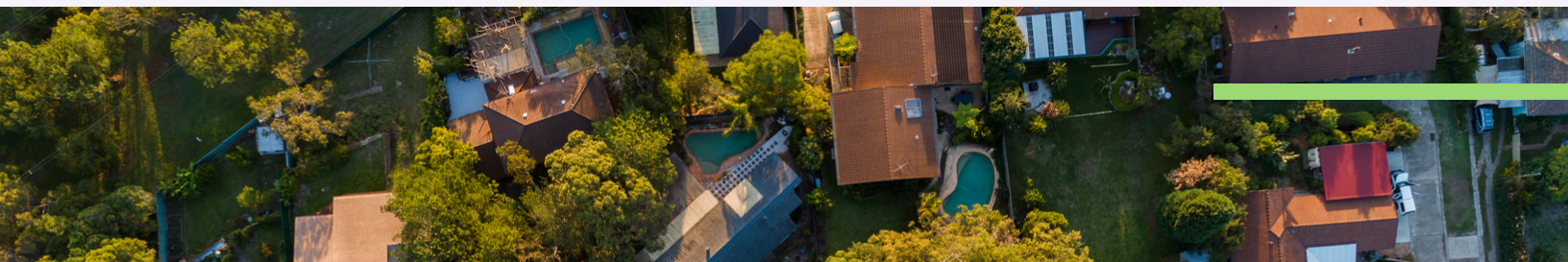
## The Problem

Renowned for their exceptional service, this Texas-based property management company has consistently expanded its client base, attracting those who seek the high standards they have always maintained. However, success comes with its challenges. The current team became inundated with a high volume of daily and after-hours calls and emails from clients with maintenance concerns requiring prompt, personalized solutions. In an industry where timely client service is crucial, the company faced difficulties in keeping pace, resulting in dissatisfied residents and property owners.



“Keeping our tenants and property owners happy is our number one priority, so staying on top of their concerns is crucial for us.”

**Owner, Dallas-Based Property Management Company**



## The Solution

They turned to Satellite Teams, which offers industry-trained, professional, and thoroughly vetted full-time remote employees to support existing teams across all facets of business operations. Satellite Teams specializes in assisting companies with the sourcing, hiring, and management of elite remote talent through its dedicated team and comprehensive client portal.

Recognizing the necessity for a Maintenance Coordinator to promptly address residents' and owners' concerns via after-hours calls and emails, the property management company adopted a strategic approach to streamline operations and uphold client satisfaction. In collaboration with Satellite Teams, they identified and hired a highly qualified remote Maintenance Coordinator.

Within one year, the Dallas-based management company observed a marked improvement in their operational efficiency:

**26%**

Increase in client satisfaction rate

The remote Maintenance Coordinator based in the Philippines has demonstrated that distance does not impede the productivity of a dedicated staff member. Through her collaboration with the property management company, maintenance requests are now addressed with prompt efficiency. She proposed a streamlined approach leveraging technology to ensure all client emails and calls are promptly attended to. This initiative resulted in a notable 34% increase in satisfaction rates among both tenants and property owners.

**24/7**

Client support availability

By leveraging the time-zone difference between Dallas and the Philippines, the property management company devised a workflow that effectively splits client concerns between their existing team and the new remote Maintenance Coordinator for after-hours issues. This approach ensures that the company can provide client support services at any time they are needed.

**70%**

Labor cost savings

The property management company's traditional cycle of sourcing, training, and replacing talent became increasingly costly as the demand for support staff grew. The introduction of cost-effective remote professionals from Satellite Teams, who consistently exceeded expectations, was a welcome change. This strategy enabled the company to save 70% of labor costs compared to hiring locally for the same roles and skill sets.

“Satellite Teams is a game-changer. We have never experienced a hiring process as simple and inexpensive as this.”

Owner, Dallas-Based Property Management Company



## A Solution for Global Talent Acquisition Challenges

This was the property management company’s first experience hiring an international remote employee, making it crucial to be matched with a candidate possessing the necessary skills and expertise for outstanding customer service. Having previously encountered challenges with unqualified local hires, working with international talent represented a significant step forward. However, they placed their trust in Satellite Teams’ rigorous hiring process.

The company was relieved to find that Satellite Teams could address their concerns seamlessly from the outset. The entire process was managed efficiently, allowing the management company to simply select from meticulously chosen candidates who had already been pre-screened and pre-interviewed by an experienced talent acquisition team using industry-focused screening tools. This rigorous process ensures that only the top 3% of candidates are available for hire.

Hiring internationally can involve navigating various rules and regulations. The property management company was relieved of these complexities, as the workflow at Satellite Teams inherently encompasses these processes:

-  Compliance
-  Taxation
-  Local Labor Laws Compliance
-  Compensation Facilitation
-  Benefits Management
-  Paid Time Off Management
-  Performance Management and Tracking
-  Key Performance Indicators Implementation

The success of their initial hire through Satellite Teams, along with the comprehensive support provided, ensured a safe and seamless experience for the property management company. This positive outcome led them to hire additional remote professionals through Satellite Teams for various branches within their organization.



**Find out how you can leverage our remote professionals to take your property management business to the next level. Connect with our team today through [info@satelliteteams.com](mailto:info@satelliteteams.com).**