

Erica "Meg" Dixon

RESIDENT SERVICES MANAGER

Career Overview

Dynamic industry leader with over 14 years of exceptional experience in real estate, specializing in multi-family property management. Adept at overseeing diverse teams and managing portfolios of 30+ properties, comprising over 1,600 apartment homes.

Key Competencies

- Strategic Team Management and Oversight
- Continuous Process Improvement
- Creative Problem Resolution
- Proven Tenant Relations Expertise
- Effective Communication Across All Levels

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Work Summary

RESIDENT SERVICES MANAGER

UDR | Sept 2022 - Present

- Foster positive resident relationships, delivering unparalleled service to achieve and surpass retention goals.
- Proactively address and resolve escalated resident service issues, ensuring satisfaction and tracking move-in experiences.
- Collaborate with the team to identify and implement strategic initiatives for continuous service improvement.

HOUSING SPECIALIST

Abode Services | 2021 - 2022

- Improved communication and relationships between building owners, property management companies, and tenants.
- Provide housing placement and assistance for participants in the San Francisco and Bay Area counties, focusing on tailored solutions for household needs and goals.

TENANT LIAISON/ SECURITY MANAGER

Clint Reilly Organization | 2019 - 2021

- Enhanced tenant satisfaction, resulting in decreased turnover and operational expenses.
- Oversaw security staff, providing efficient scheduling and management services to the team.
- Successfully negotiated contracts, including a major motion filming contract in 2019.

RESIDENT SERVICES MANAGER

Mac Properties | 2017 - 2019

- Led and developed service team members, ensuring consistent, professional service delivery for increased resident retention and satisfaction.
- Successfully met and exceeded sales goals.
- Spearheaded the implementation of a new mailroom division for tenant packages, including the training and development of a new mailroom team.

Academic Background

NATIONAL APARTMENT ASSOCIATION

2018

Certified Apartment Manager

CALIFORNIA DEPT OF REAL ESTATE

2014

Real Estate Salesperson License