

In 2018, Clearview Property Management began hiring RTMs through Gordian Staffing. At the time they started, they had 300 units under management, with six domestic employees.

# CLEARVIEW PROPERTY MANAGEMENT



In less than 18 months, Clearview changed from six domestic employees to two domestic employees and six RTMs and increased their unit count to 600 units and 25 HOAs.

- First position: Customer Service Rep
- Second position: AP Clerk/ Customer Service Rep
- Third position: Assistant Maintenance Coordinator
- Fourth position: Customer Service Rep
- Fifth position: Assistant HOA Manager
- Sixth position: Customer Service Rep



### Beginning Cost:

#### Payroll Cost:

Property Manager \$75,000

Assistant Property Manager \$55,000

Property Manager \$65,000

Maintenance Coordinator \$62,000

Senior Property Manager \$80,000

Secretary \$42,000

Total Payroll Cost including taxes and benefits \$500,500

### Current Cost:

#### Property Managers

Portfolio Manager 1 \$80,000

Portfolio Manager 2 \$60,000

Domestic \$182K

### RTMs

\$20,384 x 4 = \$81,536 (CSR/AP Clerks)

\$24,460 - Assistant HOA Manager

\$26,500 - Assistant Maintenance Coordinator

RTM: \$132,495

Total Payroll Costs: \$314,000  
(38% reduction in payroll, 60% increase in staff).

The true value in Clearview's payroll savings was the ability to now make strategic hires for departmental positions, enabling them to finally move from portfolio style management to departmental management.

There was now a dedicated department for customer service, maintenance, finance, and leasing. Previously, Clearview had high turnover for property managers as the portfolio style management left managers feeling undertrained and overworked with the many hats they had to wear.

As Clearview hired RTMs to work departmental positions, its domestic property managers were able to focus their attention on growth and client relationships.

Turnover plummeted, and Clearview's property managers felt more balanced and organized, demonstrating that the value that Gordian's RTMs bring to the table deeply benefits every member of the company.