



Kelsey Smith

Executive Assistant

Position with Firm

2021–present **Executive Assistant.** Provides high-level support to the energy and environment team as well as the Great Lakes Fishery Trust and Michigan Saves, both of which PSC staffs and manages. Maintains calendars, coordinates meetings, and assists with board meeting preparations.

Previous Professional Experience

2017–2021 **Administrative Assistant, Charter Township of Delta, Lansing, Michigan.** Scheduled trade inspections for residential and commercial properties. Managed calendars for building department staff. Directed and responded to incoming correspondence, email, and phone inquiries. Prepared and organized building department annual reports for presentation to the township board. Processed permitting applications and generated permitting invoices. Prepared and mailed invoices for rental properties in the township. Tracked and facilitated plan review for commercial building projects.

2014–2017 **Property Manager, DTN Management Company, Lansing, Michigan.** Directed overall operations of multiple communities totaling 315 apartments, including maintaining accountability for financial metrics, occupancy and rate results, resident satisfaction, team member engagement, contract negotiations, and internal/external audits and inspections. Consistently met net operating income goals year over year with assets totaling over \$350,000 monthly. Increased resident retention by 5 percent through outstanding customer service. Executed \$800,000 annually in capital investment projects by working with maintenance team, corporate partners, and vendors.

2011–2014 **Assistant Property Manager, DTN Management Company, Lansing, Michigan.** Directed operations of the resident relations office of a 734-unit apartment community, which included over 1,700 residents. Drove resident retention efforts. Maintained or increased resident retention at all communities while reducing concessions. Built and led a team of 12 administrative and sales staff. Assisted in executing annual capital investment projects, including over \$300,000 in kitchen upgrades and \$80,000 in furniture replacements. Assisted in creating final approved annual budgets. Managed marketing and social media platforms. Provided positive resolutions to high-level customer complaints.

Education Michigan State University, BA Interdisciplinary Study of Social Sciences—Human Resources and Society