

Spotlight

Intersolutions, Inc.

Interim Staffing & Recruiting

InterSolutions, Inc.

"We are property management professionals serving the property management industry," states Drew Golin in describing his company's business approach and philosophy. That statement embodies a commitment to exceeding client expectations and providing an invaluable service to the regional property management industry. Locally based, Intersolutions, Inc. was founded in 1997 by Sara Walder as a temporary staffing agency specializing in providing qualified leasing professionals for temporary to permanent assignment. During the course of the ensuing seven years, InterSolution's scope of services has expanded to meet the demands of its clients and changing industry needs. Today, InterSolutions is a staffing, resource and training company that can provide on a temporary or permanent basis the following professional positions: Property managers, assistant managers, tax credit consultants, leasing consultants, property management administrative assistants, office managers, file, mail and office clerks, concierge and front desk attendants, maintenance technicians and porters.

The commitment to training distinguishes InterSolutions, Inc. from its competitors and has allowed the company to expand its staff to 70+ full-time professionals who serve more than 30 management company clients. "Our client list ranges from large Real Estate Investment Trusts (REITs) to small locally based owners," Golin said.

Human resource expert Tim Ryan at last year's July General Membership meeting stated that the cost of a bad hire is approximately three times salary. InterSolutions helps to minimize the risk of a bad hire by staffing temporary to permanent positions that enable management companies to trial test personnel before making a hiring decision. "Our clients appreciate the fact that we thoroughly screen and train our staff to help assure that there is a correct fit between the

candidate and the community," Golin said. "Our service enables management companies and properties to determine if a candidate fits into their corporate culture without going through the time and expense of the hiring process."

InterSolutions has an extensive screening process to evaluate candidates' skills and personalities to determine whether they are suited for property management positions. Golin points out that recruitment almost invariably is from outside of the property management industry. "We are very aggressive about recruiting," Golin said. "We are constantly on university and college campuses looking for talent. We are a featured employer at the *Washington Post*. We are committed to enhancing the industry by bringing in new talent and providing our clients with personnel who are trained by experienced industry professionals. It is our goal is not only to meet our client expectations, but to exceed them."

The formula is working, evidenced by the fact that many of the company's orders come from former candidates. "We view our role as one that is win-win. We want to provide dynamic career opportunities for our staff while concurrently providing our management clients with qualified personnel," Golin said. Former InterSolutions candidates call the company for both temporary and permanent staff because they know that those coming to the site will be trained and familiar with the operations of the industry. "We have many of our former candidates who are now property managers and leasing managers. They are the reason we have grown."

Executive placement is the foundation upon which InterSolutions was created. The company has expanded to provide a complete range of temporary services. Golin explained, "We can be a band-aid, providing staff on a moment's notice if someone calls in sick or to complement existing



The InterSolutions, Inc. team

personnel during busy times of the year or month. We also offer longer-term assignments to assist with lease up, to help with the transition when a property is sold or a management change is made and to fill in when personnel are out on maternity leave or take long-term disability."

Golin added that the 24-hour on call service has been especially valuable to clients to help ensure that turnovers are ready on time and that there is a sufficient compliment of staff for smooth operations. "We eliminate the need for a manager to burn out and staff the front desk overnight when someone calls in sick or does not show up," Golin explained.

The quality of training is another factor that differentiates InterSolutions from the competition. "Everyone involved in training is an experienced property management professional. We understand the importance of fair housing, proper telephone technique, interpersonal skills and the special demeanor required to lease apartments." Chad Craven is responsible for all of the leasing training and property management executive search. He is a graduate of the property management program at Virginia Tech and is a second generation property management professional.

InterSolutions' scope of service has expanded to include maintenance training and staffing to accompany the company's leasing and fair housing training programs. Management companies can rely on InterSolutions for temporary maintenance staff or to train their existing staff. This service can be invaluable especially if there is staff turnover.

Another new service is tax credit compliance. InterSolutions has the expertise to help properties meet audit and maintenance compliance audits and can help reconcile tax credit documentation. The company also can provide tax credit properties with leasing, management and maintenance personnel who understand the different requirements associated with operating a tax credit community.

Creating awareness of the new maintenance, tax credit and leasing training programs is one reason InterSolutions elected to be a five-star PMA corporate sponsor. Another is to further demonstrate that company's commitment to the regional property management industry. InterSolutions creates value by the fact that the company is locally based. "We constantly visit the properties where our staff members have been assigned to help assure that the fit is there and that our clients are satisfied. It is our hands-on commitment to providing superior talent that has enabled us to be successful. It is a cornerstone of our business," Golin concluded.