



## **MANDY L. RIGGS, CAM**

**Director of Operations**  
**12 Years of Experience**

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*“Training and support are vital to any successful business. At Flaherty & Collins, our goals are to provide staff training and the right tools to support them. We evaluate performance and give feedback, allowing individuals to reach their highest potential while providing support at all levels of our property teams.”*

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### **Responsibilities**

Mandy helps facilitate the takeover and turnover process of properties. She reviews and evaluates corporate contracts and business proposals. She evaluates asset performance for all properties on an on-going basis. She conducts operations for Regional Managers, Accounting, Administration, and Information Technology staff members. She reviews corporate and property expenses and budgets. Mandy is also accountable for the implementation and support of web-based resident and property management software for all of Flaherty & Collins properties. She assists on-site management teams with setup, training, data management, and report production. She troubleshoots problems and continually evaluates software functionality to make sure the company is using the most productive, efficient systems.

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### **Professional Experience**

Before joining Flaherty & Collins, Mandy worked as a property manager for four years. This invaluable experience helps Mandy anticipate property management reporting and software needs. She is well suited to evaluate and recommend the tools necessary to optimize property management productivity.

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### **Accreditations/ Organizations**

Certified Apartment Manager (CAM)  
A+ Certified

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### **Education**

Indiana University Purdue University, Indianapolis, Indiana

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### **Personal**

Mandy has two boys. Mandy enjoys reading and camping with her family.

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