



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

**Director of Operations**

**14 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 conducts operations for the Flaherty & Collins corporate office and all departments. She communicates with all levels of personnel and owners to ensure that the vision of the owner and Flaherty & Collins is being carried out. Mandy helps facilitate the takeover and turnover process of properties. She reviews and evaluates corporate contracts and business proposals, as well as, the asset performance for all properties on an on-going basis. Mandy also reviews corporate and property expenses and budgets. She is accountable for the implementation and support of web-based resident and property management software for all of Flaherty & Collins properties. 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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[mriggs@FlahertyCollins.com](mailto:mriggs@FlahertyCollins.com)