



Brittany "Britt" Oakes

Professionally Speaking . . .

Britt is an Association Portfolio Manager/Agent responsible for conducting property inspections; coordinating work orders to maintain and enhance the value and beauty of the property; negotiating vendor contracts; preparing and often conducting both board and annual owner meetings; managing association relations; coordinating association payments with bookkeeping; soliciting and comparing bids from vendors for work orders; working with attorney in assisting boards in resolving complex contract issues as advised by attorney; managing emergency response (Floods/hurricanes); and executing a variety of task delegation, as directed by boards of directors.

Recruited by Waves co-owner/general manager Jessica Svenson, Britt says, "I think Jessica knew I would be great at this job because of my ability to thrive in chaos."

That, combined with her experience in customer service and management, made it a no-brainer for Jessica to see that Britt would be an excellent fit for the job of a portfolio association manager/agent serving multiple associations, all with varying property and association sizes, management styles, bylaws, CC&Rs, Declaration docs, and needs.

Britt is quick to say she loves working at Waves and tells us, "Just making people happy and solving their problems makes me feel like I have made a huge difference." Britt has worked for two years as an Administrative Assistant (Admin) for Waves and one year as a Portfolio Community Association Agent for a combined three years in the industry. Her personal experience with waves is reflected in this quote that she especially likes: "Sometimes, in the Waves of change, we find our true direction." -Author Unknown-

Britt is quick to say, "My job at Waves is the most important thing in the world to me, and Jessica Svenson is my top role model and always has been. I am so grateful to have this opportunity to start a career at Waves. It is a dream come true."

On A Personal Note . . .

Brittany is an Italian Gemini who loves playing billiards, cooking, and being at home, content to spend time with her family.

Something she says that you may not know about Brittany is that she also has her CDL license.

Britt's coworkers know her as a compassionate, problem-solving person who thrives in a service-oriented environment that helps to meet the needs of others.

