



CITYCENTRE ONE | 800 Town & Country Blvd | Suite 200 | Houston, Texas 77024

JOB DESCRIPTION

Senior Property Manager - GreenStreet

General Description

The Senior Property manager reports to the Senior Vice President, Asset Management and is responsible for operational activities associated with the Company's objectives of creating value through the development, ownership and operation of remarkable assets.

General Areas of Responsibility

- Lead the property team to provide the highest level of quality and service to our owners, partners and clients
- Successfully execute the property management agreements along with policies and procedures related to the development and ownership of real estate, including mixed-use, office and retail
- Make recommendations to the Senior Vice President, Asset Management and Vice President, Investment Management regarding new ideas and procedures to streamline and improve operations
- Manage and grow the profitability of each asset via rent collections, creative income initiatives, and expense management
- Work on multiple projects, with varying priority levels, and meet the agreed upon objectives
- Assist and work closely with the investment management, property management, financial operations, marketing, leasing, and development teams to facilitate the successful execution of company and asset objectives

Focus Areas of Responsibility

- Responsible for management of GreenStreet, a property spanning 4 blocks in downtown Houston and made up of the following: 420,000 SF of office space, 180,000 SF of retail space, 223 luxury hotel rooms (managed by Valencia), 1,460 space parking garage and an activated green space, all of which is currently being repositioned in the market.
- Hands on management of day-to-day activities, including team-building, engineering oversight, tenant relations, financial budgeting and reporting, vendor relations, lease administration, property maintenance and operations, and capital improvement programs. In addition, management of development transition, leasing coordination, move- in coordination, tenant improvement management, property maintenance and operations, and capital improvement programs. Coordination with Investment Management, Development, Marketing and Financial Operations teams to carry out the investment strategy and service standards for the property.
- Follow property management standard operating systems and procedures, working to meet specific performance benchmarks set for the asset. Including operations manual set forth by financial partners

- Develop close working relationships with tenants and hotel management, to include regular meetings as required. For example, weekly meetings are held with NRG as a lead tenant to ensure operating needs are met and services are coordinated for minimum disruption.
- Analyze, recommend and manage vendor relationships and agreements with competitive bidding and monitoring of performance. Evaluate the changing needs of the asset on an on-going basis to ensure it is consistently maintained in a first-class condition
- Ensure adherence to lease agreement and to management agreement to ensure requirements are met. Monthly ownership reports, including variance and accounts receivable explanations as well as annual budget creation and approval process and reforecasting as required
- Ensure rent collection is a high priority and procedures are followed to maintain timely payment
- Manage risk on an ongoing basis through ongoing physical inspection of the property, as well as oversight of the security team. Manage asset level and tenant insurance requirements to assure minimal liability is maintained at all times for the asset
- Oversight of monthly invoicing of tenant bill backs and monthly utility usage
- Administer work order system to ensure clients' issues are handled in a timely manner
- Abstract leases and uphold lease administration in day-to-day operations including drafting commencement letters, tenant adjustment forms, move-ins/outs, lease commissions, TI coordination and reconciliations, etc.
- Work with on-site team to coordinate necessary services (porter, security, engineers, etc.) as it relates to marketing events held at the property
- Create and maintain relationships with key groups such as the Downtown District, Houston First, Houston Visitors and Convention Bureau, Houston Police Department, including the Sector Sergeant.
- Actively participate in industry associations such as BOMA, Institute of Real Estate Management (IREM), International Council of Shopping Centers (ICSC), National Association of Office and Industrial Properties (NAIOP), and the Urban Land Institute (ULI).
- Other duties as required

Qualifications and Skills

- Bachelor's degree required from an accredited institution with preference for a focus in Management, Finance or Economics
- Real Estate License
- Minimum of 5 + years practical experience in commercial real estate, preferably in office and mixed-use properties
- Proven track record of leading a team
- Knowledge of MS Office (Word, Excel, PowerPoint and Outlook)
- Knowledge of Building Engines, MRI, AvidXchange, and Kardin preferred

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills:

- Effective written and oral communication skills essential including strong spelling, editing, proofreading, punctuation and grammar skills

Other Skills and Abilities:

- Client service focus
- Strong work ethic, character, values and confident attitude
- Ability to lead and work as part of a team
- Ability to manage multiple priorities in a fast-paced, deadline-oriented environment
- Action and results oriented
- Ability to manage all information with the highest degree of confidentiality
- Strong organizational skills
- Ability to plan ahead and think "outside the box"
- Ability to follow written and oral instructions
- Exceptional follow-through skills
- Fiscally responsible
- Previous experience with garage management / coordination with operator
- Professional appearance

Reasoning Ability

- Ability to think analytically, define problems, collect data, establish facts, and draw valid conclusions

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, crawl and climb ladders.
- The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.