



JOB DESCRIPTION

Associate, Property Management

General Description

The Associate, Property Management is responsible for working directly with the management staff in performing clerical and administrative assignments for the property. It is the responsibility of the Associate to provide excellent customer service when communicating with tenants, prospective tenants, owners, and vendors, as well as focus on productivity and results.

General Areas of Responsibility

- Front desk position, who will answer incoming calls promptly in a professional manner to assist all ownership, tenants, and vendor inquiries
- Become familiar with projects in order to direct incoming calls properly and help vendors as needed.
- Track and file certificates of insurance (COI) for tenants and vendors; maintain follow-up system for expirations.
- Create and coordinate tenant events with the property management team to show tenant appreciation.
- Maintain the building access system and program building access cards.
- Update the permit tracker for building permits.
- Provide administrative support including phone support, typing, report preparation, filing, as needed.
- Continuously strive to provide the highest level of quality and service to our tenants and visitors

Focus Areas of Responsibility

- Track incoming work orders; direct work orders to appropriate personnel.
- Manage the work order system for the building. Complete a monthly order report where you investigate open work orders, look for reoccurring issues, and inform the Property Manager of your findings.
- Schedule and coordinate meetings and special events, as requested.
- Maintain lease and property file system.
- Coordinate with staff, contractors, and vendors to provide after-hours access list to security each night.
- Maintain a professional atmosphere in the lobby, including a safe and clean reception area, conference room, and kitchen/coffee bar area.
- Complete expense report coordination.
- Educate tenants and vendors concerning the work order system, moving procedures, freight reservations, etc.
- Promote and foster positive relationships with tenants and owners.
- Distribute and sort all incoming mail and process outgoing mail daily.
- Additional duties as assigned.

Qualifications

- High school diploma or GED (college degree preferred)
- At least 1 to 3 years of clerical and administrative duties; real estate experience is a plus
- Must have intermediate to advanced experience in MS Word, Excel and Outlook
- Ability to keep information confidential
- Strong desire to succeed in an entrepreneurial environment
- Must be able to handle multiple projects, changing priorities and a continually heavy work load
- Strong customer service skills
- Communicates by telephone, fax, e-mail, video conferencing, and in-person
- Use a computer in conjunction with various software packages the majority of the day
- Use office and audio-visual equipment

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, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills:

Must possess effective written and oral communication skills, including strong spelling, proofreading, editing, knowledge of proper punctuation and grammar.

Other Skills and Abilities:

- Ability to follow written and oral instructions
- Exceptional follow-through skills
- Fiscally responsible and uses reasoned judgment
- Ability to plan ahead and think “outside the box”

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; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl.