



Job Description for Property Manager

Key Performance Indicators

- Maintains existing relationships with property owners with the goal to increase business with those owners.
- Maintains budget variances within 10% overall, including detailed explanations of expenditures exceeding the goal (unbudgeted projects, emergencies, owner requests, etc.)
- Maintains AR aging within 5-10% of total rental income.
- Generate additional income through project coordination fees, renewal commissions, tenant billing mark-ups and other miscellaneous income.
- Maintains education/knowledge of current PM trends and implements within portfolio, sharing ideas company wide.

Essential Job Functions

- Directly and regularly communicates with owner, or owner's representative, regarding building activities and financial performance. Oversees tenant receivables.
- Communicates regularly with tenants to cure delinquencies in a timely manner. Presents options (under the lease) to owners when delinquencies go beyond 90 days
- Ensures that tenants and vendors have the appropriate insurance coverage and assist when evidence of coverage is needed
- Ensures compliance with Property Management policies and procedures, codes, regulations, and governmental agency directives
- Provides management and leadership to staff, including performance reviews
- Oversees the completion of CAM reconciliations, and ensure smooth recovery process
- Bids, negotiates, and manages conformity with vendor contracts
- Accurately abstracts all property leases
- Participates in leasing and ownership team meetings and ensures effective communication between leasing and property management team members
- Provides and foster positive relationships with tenants and internal clients
- Selects and supervises independent contractors
- Responsible for overall tenant relations and handles basic lease renewal negotiations, if contracted by owner
- Reviews all property management accounting reports to ensure their accuracy and completes additional sections of the reports to owners.
- Understands and adheres to all terms specified in the property management agreement(s).

- Prepares annual operating and capital improvement budgets. Ensures that all payments made from the property bank accounts are appropriate in amount and timing.
- Plans and implements all approved marketing and tenant relation programs
- Oversees completion of all tenant finish and common space construction, mechanical operations on building mechanical equipment issues, and security and cleaning services.
- Reviews all tax and insurance invoices and makes recommendations related to these expenses.
- Interacts with local governmental agencies as necessary for the operation and improvement of the properties.

Employees may be asked to perform other tasks not listed in the essential job functions.

Qualifications and Experience

- Minimum of three years' experience managing commercial properties
- Minimum of a high school diploma or GED. Bachelor's degree preferred
- Valid state real estate salesperson/broker license required
- Excellent customer service orientation
- Good understanding of construction, electrical, mechanical, plumbing, HVAC and building control systems
- Willingness to respond to the needs of an assigned property, day, nights or weekends
- Ability to interpret and negotiate standard real estate and lease documents.
- High attention to detail and accuracy
- Excellent verbal and written communication skills
- Good organizational skills and the ability to multi task
- Proficient knowledge of Microsoft Office applications, including Word, Excel and Outlook
- Yardi experience a plus

Physical Demands

Low physical effort required to sit, stand at files, bend, stoop, lift, and walk. Maximum unassisted lift is 35 lbs. Average lift is less than 10 lbs. Requires ability to use a keyboard and monitor. Also requires the ability to communicate verbally, both in person and on the telephone.