

## **Senior Property Manager - Job Description (September 2022)**

### **Overview**

The Senior Property Manager oversees the management of real estate owned by the company. The Senior PM is involved in all aspects of day-to-day operations of the properties, including expense management, tenant & vendor relations, supervision and coordination of maintenance and repairs. The Senior PM will report to the Asset Manager and Director of Operations and manage a staff of two Assistant Property Managers. The Senior PM will guide the PM team in handling property maintenance and will be responsible for preparing annual budgets and tracking expenses against those budgets. The Senior PM must understand the terms and conditions of tenant leases to handle tenant complaints and service requests.

### **Skills, Knowledge and Personal Characteristics**

The following attributes and skills are desirable for job success: exceptional communication and organizational skills; detail oriented and accurate, especially with numbers; general building construction and site development knowledge; customer service experience; ability to work under pressure; self-motivated and self-directed; ability to assert oneself; exemplary time management skills; ability to work with staff in solving problems; ability to take direction and function as part of a team; and the ability to identify and solve problems related to the physical assets.

### **Specific Duties**

- Contact vendors when maintenance or repairs are required and prepare detailed scopes of work in order to obtain estimates/bids for major repair work and capital improvement projects at all properties. Track regular maintenance in Building Engines to be completed by in place vendors in order to ensure work is completed correctly and at appropriate/market rates.
- Administer, coordinate, and supervise existing property maintenance and repair work with vendors and contractors. Update and negotiate annual contracts with vendors (snow removal, landscaping, parking lot cleaning, etc.). Source new maintenance and repair vendors.
- Coordinate staff site visits/inspections of the properties and tenant spaces to ensure compliance with leases and the proper upkeep of the properties.
- Provide excellent tenant service. Manage tenant requests/problems in a timely and courteous manner. Oversee the process with staff, vendors and tenants to ensure satisfactory resolution of issues. Ensure that there is 24-hour emergency coverage for the property at all times.
- Follow-up with tenants and vendors in a timely and professional manner via email (written) communication and assist in maintaining contact information and other databases for tenants, vendors and properties.
- Ensure that properties and lease files are properly maintained and kept up to date in accordance with company policy. Prepare and assist in the maintenance of appropriate tenant lease files, records, correspondence and file notes.

- Assist with administering tenant occupancy, including supervising vendors responsible for completing work required to be completed by owner prior to tenant's occupancy and by providing the new tenant with delivery letter regarding, insurance requirements, rent collection procedures, maintenance procedures and contact information.
- Become proficient with the Owners' accounting and assist the Director of Operations in implementing property management software. Coordinate entry of all tenant and property information into existing databases and establish protocols for preventative maintenance, vendor and tenant Certificates of Insurance and key lease date tracking. Monitor all key dates and keep Operations Manuals and Preventative Maintenance Plans current.
- Produce monthly expense reports, and track property income and operating expenses compared to annual budgets.
- Aid in the production of annual tenant expense reconciliations and payment of invoices.
- Oversee and coordinate tenant move-ins and outs, including construction work that may need to be completed.
- Sort, code and ensure accuracy and compliance with vendor contracts, proposals and invoices.
- Assist ownership with drafting and negotiating new tenant leases and existing tenant renewals.

### **Financial**

- Approval, verification and coding of all invoice amounts from vendors and contractors.
- Investigate cost reduction opportunities.
- Oversee the process for reading meters and calculate utility bill-backs to tenants.
- Assist bookkeeper and Senior Director of Operations with questions related to the properties and resolution of vendor and tenant issues.

### **Scope of Responsibility and Authority**

The Senior PM is expected to act independently and exercise discretion in performing the role. To this end, the Senior PM is charged with supporting ownership's efforts in the day-to-day implementation of policies, procedures and programs that will assure well-managed, well-maintained properties, placing maximum emphasis on positive responses to the concerns and needs of the tenants, environmental health and safety, and quality programs in coordination and conjunction with the Owner's goals and objectives. In absence of the Owner, the Senior PM must provide "in charge" responsibilities for the properties. These responsibilities include being on-call 24 hours, managing the assistant property managers and delegating maintenance vendors and contractors.

## **Other Requirements**

- Full-time exempt, salaried position.
- Excellent people skills.
- Bachelor's Degree from a College or University with five or more years industry experience/or equivalent combination of education and experience.
- Ability to effectively communicate both orally and in writing with direct reports, peers, managers, and clients.
- Strong working knowledge of the Microsoft Suite and Building Engines.
- Strong working knowledge of construction specifications related to the position (roofing and parking lot systems as well as basic building construction methods).
- 6+ years of directly relevant Commercial Real Estate Property Management experience.
- Familiarity with Building Engines, QuickBooks accounting software a plus.
- Effectively prioritize and multi-task.
- Dependable & flexible as well as possessing the ability to maintain a high level of confidentiality.
- Proactive, initiate follow-through.

## **Miscellaneous**

The qualification requirements, physical demands and work environment characteristics described in this job description are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. This job description in no way states or implies that the essential duties described are the only responsibilities. The employee is required to follow any other instruction and to perform any other work duties at the request of the supervisor or other management personnel. In other words, the job description, while thorough, is not exhaustive. In addition, it may be revised or updated from time to time.