

ASSISTANT PROPERTY MANAGER

Job Description

TENANT SERVICES

Works to build constructive relationships between the tenants and the management office, and among the tenants.

Plans relationship-building events such as holiday programs, tenant breakfasts, book fairs, etc.

Establishes the new tenant welcome and orientation.

Provides leadership to tenants in development of tenant service programs such as emergency procedures training.

Acts as primary contact for tenants. Greets guests and answers the telephone.

Dispatches tenant service requests (light bulbs, plumbing, heating or air conditioning concerns, janitorial complaints, etc.) to Engineering and Maintenance.

Designs and maintains Tenant Service Request Log and produces monthly Tenant Service Request Summary.

Manages special service requests from tenants. Coordinates response to more complicated tenant service requests and assures follow-up.

Maintains schedule of requests from the tenants for the conference room, determines availability for dates and times requested.

Distributes monthly rent statements and other communications to the tenants.

OFFICE MANAGEMENT

Manages Accounts Payable including verifying the accuracy of the charge, preventing duplicate payment, and posting the charge to the correct account.

Develops and maintains a tracking system for Certificates of Insurance from tenants, contractors, vendors and supplies. Tracks compliance with insurance requirements among tenants, contractors, vendors and suppliers. Establishes and implements compliance enforcement procedures.

Maintains all tenant lease files, vendor files, invoice and payable files, and all general office files.

Evaluates office production, revises procedures, or devises new forms to improve efficiency of work flow.

Initiates cost reduction programs relative to office supplies, equipment and furnishings. Researches office equipment leases and maintenance agreements.

Designs and maintains a Petty Cash Log.

Opens, date stamps and distributes incoming mail; maintains confidentiality of items marked as such.

Creates and manages accounts with suppliers and vendors.

Assists service contractors with access procedures established by the Lead Operator. Reports any concerns to the Lead Operator.

Obtains W-9 Forms from all new vendors.

Maintains Master Log and After Hours Tenant Access list. Also responsible for notification to security guards and engineers for all after hours contract work.

Orders tenant signage and directory strips.

Controls and maintains a well-stocked office supply; makes special orders of supplies, as needed.

Updates employee telephone lists, tenant directory and emergency contact list and distributes to team members.

Contacts repair services for office equipment when necessary.

Assures technological advancement of support systems cost effectively and within budget guidelines. This includes, but is not limited to, upgrading the copier, the fax machine and the computer network within the management office. Coordinates timely repair and maintenance of office equipment.

Assists the Property Manager in competitively bidding and preparing all service contracts (janitorial, security, etc.) to assure high quality and cost effective services.

Works with Property Manager to prepare budget documentation.

Assists Property Manager in the annual reconciliation of escalation.

HOUSEKEEPING MANAGEMENT

Researches areas of potential cost savings in areas related to housekeeping. *OK*

Manages the housekeeping manager and day matron including the area of supply inventory and its ordering. *OK*

Dispatches tenant cleaning requests to the Housekeeping Manager. Follows-up after completion to ensure tenant satisfaction. *OK*

BUILDING OPERATIONS

Assists in the development, revises and coordinates implementation of property manuals with the assistance of the property team members. Property manuals include, but are not limited to the Tenant Handbook; Emergency Procedures Handbook; and the Management Plan.

Fills in for the Property Manager in their absence.

Assists the Property Manager in the overall operation of the building. *OK*