



Job Title: Commercial Property Manager II
Reports to: Director of Property Management
FLSA Status: Exempt
Hours: 8:00 a.m. – 5:00 p.m. / On call 24/7

Summary of duties and responsibilities:

The Commercial Property Manager II is responsible for property management activities of commercial office buildings, industrial buildings and retail shopping centers within a specific market. This position provides information and analysis of operating metrics as well as the annual budget for the properties. Duties include maintaining the integrity of the physical asset and maximizing the returns from the assets in accordance with the Company's mission, vision and objectives.

Essential Duties and Responsibilities include but are not limited to the following:

- Responsible for the prompt and positive response to requests from tenants, to constantly assess tenant and facility needs and assure problems are being solved promptly, and to the mutual benefit of the tenant and ownership, including preparing, dispatching and tracking tenant work orders/requests and service needs
- Review Rent Roll and Lease-up Billings to ensure that they are both current and accurate
- Review and approve all monthly, quarterly, and annual financial reports
- Prepare annual expense and capital budgets
- Maintain notes in operational platform software (MRI/Yardi/ETS/ReLynx) related to A/R delinquencies, monthly variance explanations, corrective and preventative maintenance orders and, other needed updates
- Supervise Building Maintenance Staff and also as applicable additional Property Management employees and contractors and ensure that procedures and specifications are maintained
- Provide ongoing feedback on a regular basis and lead Talent Conversations with employees
- Read construction plans and oversee tenant improvements
- Perform minor maintenance tasks such as climbing a ladder to change a ceiling tile or light bulb, or plunging a toilet
- Maintain key system for office and mailboxes
- Oversee Contractor Performance, including writing inspections bidding and proper completion of work
- Inspection of properties and repair oversight
- Call vendors needing signed lien waivers when checks are ready
- Track invoices
- Collection of rental income and tracking rent collections past due
- Read water meters and manage billing with accounting department
- Show vacant spaces to lease prospects
- Process, prepare and track all vendor contracts
- Ensure all tenant and contractor Certificates of Insurance are kept current
- Ensures that property files and records are maintained
- Approves expenditures in accordance with Company and/or Client policy and procedures

- Prepare and/or supervise presentation of quarterly newsletter or other forms of tenant communication
- Maintain orderly files (Vendor and Tenant) in accordance with Company policy and procedure
- Develop and maintain ongoing tenant interaction on a weekly basis
- Continually improve upon management and technical skills
- Other duties as assigned

Qualifications:

- Minimum of 10 years of experience in Commercial Property Management
- Facilities Maintenance experience preferred
- Bi-lingual (English & Spanish) depending on location
- Associate Degree or comparable Business Management or Real Estate experience preferred
- Active State Real Estate license or the ability to obtain one within 120-days from hire date
- Strong leadership and motivational abilities, team player
- Must have strong math aptitude, attention to detail, ability to multi-task, and excellent organizational skills
- Active CPM/RPA designation or candidate preferred
- Excellent Computer proficiency and skills (Word, Excel, Outlook) required
- Property Accounting software skills such as MRI and Yardi preferred
- Must have excellent communication and listening skills
- Strong human relations and customer service skills, with the ability to maintain professional image
- Effective time management skills
- Work with minimal supervision
- Knowledge of OSHA and Employment Laws.
- Knowledge and practice of company standard operating procedures.
- Valid Driver's license, proof of insurance, and clean MVR report

Position Competencies:

- **Service to Employees:** Treats other employees with respect and dignity and acts as a positive member of the team; establishes and maintains effective relationships
- **Service to Clients:** Provides high level of service to clients in all situations; strives to meet and exceed client expectations; establishes and maintains effective relationships
- **Service to Tenants:** Provides high level of service to tenants in all situations; strives to meet and exceed tenant expectations; establishes and maintains effective relationships
- **Composure:** Does not become defensive or irritated when times are tough; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted; is a settling influence in a crisis
- **Critical Thinking:** The ability to think using analysis, evaluation, problem solving, judgment, and the creative process; considering the full picture and impact of action and decisions
- **Effective Communication:** Able to clearly and succinctly communicate in a variety of settings and styles; can get messages across that have the desired effect

Compensation:

The Property Manager II compensation will be commensurate with experience depending on experience and qualifications. This range is subject to local, state and regional dynamics and maybe adjusted up or down depending on market conditions.

Physical Demands:

- Employee is required to walk the premises which can require climbing stairs to inspect stairwells, and be in elevated or high spaces, such as roofs and decking to inspect equipment and make minor repairs if necessary
- Employee may occasionally be required to lift or move items over 10 pounds
- On call 24/7 in emergency situations at properties

Supervisory Responsibility:

- Property manager may have supervisory duties of maintenance engineer and may have an Assistant Property Manager and/or Administrative Assistant
- Manage or assist Construction Manager in the oversight of TI projects (vendors / contractors) on premises to make sure work is being done according to specifications

Promotional Opportunity:

Employees with more than twelve months of service may request consideration to transfer to other jobs as vacancies become available and will be considered along with other applicants. To be considered, employees must have a satisfactory performance record and have no disciplinary actions during the last 12 months. Management retains the discretion to make exceptions to the policy.

This description is not all inclusive and duties will vary depending on assigned portfolio.