Property Manager
Exempt
Position Profile

SUMMARY:

The Property Manager is responsible for the implementation and administration of policies, procedures, and programs on a day-to-day basis that will assure that the project(s) are well managed:

- Complies with local ordinances, and keeps up with changes as they occur.
- Understands and meets the needs of the tenants and their lease agreements
- Understands and meets the needs of the property owner(s), and the terms of the management agreements
- Conforms to the standards of Transwestern (TW) as the management company
- Strives to reduce operating expenses while maintaining or enhancing the quality of the services provided.
- Provide leadership and direction in furthering Transwestern's Sustainability programs to directly benefit the project and Ownership

It is also the responsibility of the Property Manager not only to exhibit legendary customer service when communicating with tenants, prospective tenants, owners, and vendors but also to focus on productivity and results.

ESSENTIAL JOB FUNCTIONS:

- ❑ Professionally represent TW while adhering to the terms and conditions of the management agreement
- ❑ Accurately, on a timely basis, communicate the owner's needs and requirements to the assigned TW staff
- ❑ Maintain open and regular communication with the owners or their representatives
- ❑ Represent and communicate clearly and accurately, in person, over the phone, and in writing the authority of the property manager based on legal agreements in effect and TW policies
- ❑ Initiate and execute day-to-day operational procedures which include:
    - Safety, risk management, efficiency, and TW quality standards
    - Financial, personnel, and administrative duties/functions
    - Management agreement administration, analysis, review, and feedback to owners and TW
    - Filing - hard copy and computer files - keeping them current and in the approved format
    - Contact and interaction with engineering, security, parking and housekeeping/janitorial
    - Maintenance programs for property interior and exterior, as well as mechanical systems, build-outs, renovations, tenant move-ins, and move-outs.
    - Screen, hire, supervise and train staff as required, which may include: assistant property manager, chief building engineer (and engineering staff), administrative assistant, day porters, etc.
- ❑ Maintain a current assessment of property management procedures.
- ❑ Initiate and distribute timely reports to owners on financial, marketing, and maintenance information
- ❑ Coordinate training activities for self and staff
- ❑ Maintain compliance with all TW personnel policies and procedures
- ❑ Develop/administer property business plan with capital and operating budgets
- ❑ Manage the property within parameters of the budgets and the business plan
- ❑ Communicate clearly and on a timely basis with project accounting personnel using and/or providing the appropriate documentation
- ❑ Manage and coordinate day-to-day financial transactions including: accounts receivable, accounts payable (taking advantage of all available discounts) collection of all rents, miscellaneous income, and charges, accurate and up-to-date maintenance of required financial records and files

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PROPERTY MAINTENANCE:

- ❑ Conduct and process property inspections on a quarterly basis and prepare inspection reports.
- ❑ Solicit bids, schedule and coordinate annual roof and environmental audits, and/or any other time specific inspections as required and oversee any follow up items that were recommended.
- ❑ Bid and oversee operational and tenant improvement contracts and services.
- ❑ Review construction bid proposals and make recommendations to senior management/ownership.
- ❑ If managing more than one property, visit the properties on at least a weekly basis to check property appearance, visit tenants, and meet with vendors.
- ❑ Monitor vacancies to ensure cleanliness, vacancy boards, brochures, and air conditioning level.
- ❑ Keep up preventative maintenance program.
- ❑ Coordinate building and site repairs as needed.
- ❑ Coordinate with staff regarding upkeep of Emergency Procedures Manuals, and Emergency Contact Lists.
- ❑ Initiate, contract, and administer all necessary services to maintain and enhance the value, the operating efficiency, and the physical appearance of the property, including:
    - Building engineer and engineering staff.
    - Contract services, including housekeeping/janitorial, window cleaning, landscape maintenance, security, parking, metal refinishing, etc.
    - Quality and performance standards for engineering and contractors ensuring compliance with agreements
    - Contracting and monitoring qualified contractors and trades people needed for project or tenant construction and remodeling
    - Maintaining current certificates of insurance for all contractors

TENANT/LEASE ADMINISTRATION:

- ❑ Maintain ongoing tenant contact/relations program to constantly assess needs and help assure problems are being addressed promptly and to the satisfaction of the tenants and owners
- ❑ Respond positively and promptly to tenant requests and lease inquiries
- ❑ Resolve problems to the mutual benefit of the tenant and the owner
- ❑ Implement and monitor tenant needs assessments
- ❑ Administer all leases assuring compliance with provisions/ agreements
- ❑ Determine and execute on a timely basis escalations, reconciliations, and rent collections
- ❑ Maintain current certificates of insurance for all tenants

FINANCIAL ADMINISTRATION:

- ❑ Property Manager needs to demonstrate a working knowledge of budget preparation, financial and variance reporting, and the understanding of the calculations for escalations and reconciliations.
- ❑ Take responsibility for and direct the preparation and completion of the annual capital and operating budgets.
- ❑ Prepare and update capital improvement sections of quarterly investment reports, strategic property plans and capital expenditures summary reports.
- ❑ Keep the client aware of where the property stands on a financial basis and recommend changes throughout the year that will help them meet their financial goals.

OTHER:

- ❑ Additional duties or projects as assigned by Senior Property Manager or Senior Executive and Ownership.

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REQUIREMENTS:

Education:

- ❑ A bachelor's degree in Business Management, Finance, Accounting, or a Human Resource Management related discipline
- ❑ State Real Estate license required
- ❑ CPM and/or RPA designations preferred in addition to degree

Experience:

- ❑ At least three (3) years (continuous in one operation) and up to ten (10) years of recent property management experience, comparable with the property under consideration in terms of commercial/retail, ownership, tenant lease arrangements, square footage, etc.

Technical Skills:

- ❑ Must have intermediate to advanced Microsoft Word, and Excel proficiencies
- ❑ Microsoft Outlook, Angus, Accounting Software such as MRI, Yardi or CTI proficiency preferred

Personal Skills:

- ❑ Ability to keep information strictly confidential
- ❑ Strong desire to succeed in an entrepreneurial environment
- ❑ Must be able to handle multiple projects, changing priorities and a continually heavy work load
- ❑ Exceptional oral and written communication skills
- ❑ Strong customer service orientation
- ❑ Foster a positive working environment for your team members.
- ❑ Provide leadership and direction for growth and development for your team members.

Physical:

- ❑ None

Other:

- ❑ Communicates by telephone, fax, e-mail, video conferencing, satellite broadcasting and in-person
- ❑ Uses a computer several hours each day
- ❑ Uses office and audio visual equipment

TEAMWORK APPROACH

A detailed list of position responsibilities has been developed so that expectations are clearly communicated. However, it is rarely possible to provide a list that will capture all possible projects and assignments. Team members are expected to assist with additional assignments that may be requested by direct supervisors, and to lend assistance to other members of the team, when appropriate.

_____ _____

Team Member Signature Date