

WRIGHT RUNSTAD & COMPANY
2601 ELLIOTT

POSITION TITLE

Property Administrator

ACCOUNTABLE TO

Assistant Property Manager

SCOPE OF RESPONSIBILITIES

In cooperation with the property management staff, works to meet the administrative demands of the property management office. Provides administrative and building operations support to the property management staff when needed. Assists in ensuring that members of the property management team are responsive to tenants.

BASIC DUTIES AND RESPONSIBILITIES

Tenant Services

- Promote excellent communication rapport between tenants and property management staff. Receive telephone calls and greet walk-in customers and vendors.
- Respond to tenant requests and concerns, handle or delegate to appropriate staff members and follow-up as necessary.
- Coordinate special events (i.e., holiday events or other events sponsored by the property for the tenants).
- Maintain and update tenant handbook as needed.

Building Operations

- Coordinate tenant work requests with regard to janitorial services, HVAC, lighting, plumbing, etc. Coordinate work requests with the building engineering staff and follow-up with engineering and tenants as necessary. Enter and close all work requests in the Building Engines work order system.
- Support the Assistant Property Manager in the performance of the janitorial service contractor.
- Order all consumable supplies and monitor usage and costs throughout the year. Perform spot audits to ensure appropriate inventory levels are maintained.
- Ensure that the janitorial contractor is using acceptable green cleaning products and equipment.

- Conduct regular inspections of building with the janitorial company to ensure quality and consistency.
- Monitor janitorial, carpet cleaning and window cleaning vendor contracts. Ensure vendors are meeting contractual obligations and work with management team on requests for proposals to competitively bid various services.
- Assist in overseeing various small projects in the building as assigned by the Assistant Property Manager.
- Write and review security pass-downs. Communicate clearly with security staff in regard to all after-hours activity.
- Maintain and update employee and tenant contact lists and emergency brochures. Maintain on-call building engineer calendar and distribute to security and after-hours call service.
- Prepare access key cards, print and review access card system reports, conduct annual key card audit and troubleshoot access control system as necessary.
- Track certificates of insurance for vendor and tenants. Ensure insurance compliance with mandated requirements.

Administrative

- Function as office manager. Maintain the property management office in a neat and orderly manner. Ensure office has professional appearance. Order and maintain office supplies.
- Process daily mail.
- Coordinate weekly staff meetings and other meetings, as necessary. Update and distribute staff meeting agenda.
- Prepare documents for the property management office (i.e. correspondence, rent adjustment letters, transmittal cover letters).
- Maintain property and lease hard files. Maintain property files on shared network server.

Life Safety Program

- Maintain current log of disabled tenants and distribute to the security office. Maintain current emergency contacts for all tenants and building staff.
- Support all building staff in the documentation of emergency preparedness and response plans.
- Update floor warden information and ensure a current, accurate record of floor wardens for each floor of the building. Maintain records of training participation and of written presentation materials.

- Coordinate annual Floor Warden Training and appreciation, building staff CPR and first aid training and administration of fire drills.

Energy & Environmental Stewardship

- Assume the lead role in coordinating both tenant and office sustainability measures.
- Monitor all recycling programs with recycling vendors. Provide informational training sessions for new tenants. Set up a recycling program according to their business functions, volume and requested convenience. Update tenants with recycling progress via Earth Day displays and tenant newsletters.
- Educate building staff and monitor office purchasing and recycling efforts to ensure that the office, wherever practical, is using sustainable products and following sustainable practices. Adhere to energy management objectives by performing all duties in a manner consistent with sound environmental stewardship/energy management practices.

Accounting and Budgeting

- Assist with preparation of annual budgets in areas related to administrative and tenant expenses
- Monitor expenses, such as office supplies, on a monthly basis and recommend adjustment to spending, if necessary.
- Assist with daily accounting procedures which include sorting, coding and filing monthly accounts payable invoices. Assist with reconciliation of accounting discrepancies to provide support to property accountants and property management team.

KNOWLEDGE AND SKILLS

Knowledge of basic office procedures and lease documents.

Knowledge of Microsoft Office computer programs, including but not limited to Word, Excel, Outlook, PowerPoint and Publisher.

Ability to relate well to the public and remain pleasant even in difficult circumstances.
Knowledge of what constitutes excellent customer service.

Excellent verbal and written communication skills, with an emphasis on correct grammar and spelling.

Ability to prioritize/organize work and attend to detail.

Ability to recognize and solve problems.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to hold, handle, or feel and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

EDUCATION AND EXPERIENCE

Three years in an office environment with significant public contact and an Associate's Degree in a related field, or a combination of education and experience from which similar qualifications can be drawn.