

WRIGHT RUNSTAD & COMPANY
RAINIER SQUARE BLOCK

POSITION TITLE

Property Administrator

ACCOUNTABLE TO

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. Assists in ensuring that members of the property management team are responsive to tenants.

BASIC DUTIES AND RESPONSIBILITIES

Lease Administration

- Maintain all lease files in audit-ready condition.
- Ensure all tenant certificates of insurance are current and accurate according to their lease. File certificates in tenant files as well as electronically.
- Support the leasing efforts of the building leasing team.

Tenant Services

- Promote rapport between tenants and property management staff.
- Facilitate positive tenant relations as the principal person to receive telephone calls and greet walk-in visitors. Show up with a happy, friendly demeanor each day.
- Evaluate tenant requests and complaints regarding HVAC, lighting, cleaning, plumbing, picture hanging, keys and other miscellaneous services. Coordinate and dispatch requests to appropriate personnel via the work order system and/or radio.
- Maintain building conference center calendar and schedule rooms; distribute paperwork, costs, etc. Manage setups and technology for conference rooms. Prepare tenant bill backs for conference center use.
- Write and distribute tenant bulletins, memos and letters.
- Manage and maintain overall Tenant Relations programs.
- Maintain and update Building Engines system frequently with tenant, vendor, staff, and insurance information.

Building Operations – Janitorial

- Manage janitorial service agreement and build strong professional relationship with janitorial managers and supervisors.

- Inform night janitorial supervisor of tenant complaints and/or requests. Follow-up as necessary.
- Attend weekly janitorial walkthroughs. Document any concerns and follow-up to ensure completion. Work hand and hand with Property Manager for any unresolved concerns or complaints.
- Work with janitorial supervisor to accurately track consumables and order monthly or as needed.

Building Operations - Security/Building Access Control

- Write or review all security pass downs. Inform security of everything that might impact building operations (freight usage, contractor access to building or specific floors, tenant moves, all after-hours events/work, etc.) via the nightly memo and Outlook calendar. Communicate information with all building staff.
- Accurately input all tenant requests for access cards and maintain access card database.
- Promptly coordinate any repairs necessary for access card systems or security camera systems.
- Establish/verify/program special security hours for tenants on holidays or special occasions.
- Maintain policies and procedures relating to the levels of access, access control, and distribution of cards.
- Run reports upon request for cardkey auditing. Provide periodic reports for tenants and security purposes. Perform annual audits with tenants of the access card system.
- Coordinate weekly update for restrooms codes with Engineering and Security.

Building Operations – Fire and Life Safety

- Coordinate and prepare for annual Floor Warden training seminars.
- Create and assist in distributing floor warden training booklets and supplies: hard hats and orange vests to assigned Floor Wardens for each tenant.
- Manage and update floor warden information and ensure a current, accurate record of floor wardens for each floor of the building.
- Maintain current log of temporary and long-term disabled tenants and distribute to security and engineering.
- Support Chief Engineer in planning and prep for fire drills.
- Follow-up with tenants regarding fire drill outcomes and feedback for their floors.

Building Operations – General

- Manage all incoming work orders through Building Engines and distribute to the proper individual to assist with the request.
- Track outstanding work orders to ensure they are completed in a timely manner and provide updates to tenants.

- Frequently walk building common areas and submit work orders for damage and areas in need of repair or cleaning.
- Manage service agreements such as landscaping, consumable supplies, carpet cleaning, , upholstery cleaning, pest control, and others as assigned. Prepare budgets and participate in budget prep meetings as necessary.
- Assist with coordination of ongoing and one-time services for floor and carpet repairs, window washing, painting, ceiling grid, etc. Obtain multiple bids for services, as necessary.
- Work with engineering to prepare accurate tenant proposals and schedule with the tenant for work to be performed.
- Track, document and periodically audit storage units.

Tenant Moves

- Coordinate several aspects of tenant move-ins (arrange to have locks re-keyed; order door keys and program card key access; work with movers to reserve freight elevator; inform janitors of move-in date; generally, work with tenant to ensure that the move-in process is a smooth one).
- Send tenant welcome packet and flowers on tenant's first day of business.
- Update Tenant Handbook, distribute and review with new tenants.
- Update lobby directory and coordinate with signage vendors to update floor directories.
- Review move-out checklist with a departing tenant. Obtain forwarding contact information and inspect vacated premises with the Property Manager.

Administrative

- Welcome incoming guests to the Property Management office.
- Prepare conference room for meetings (water, coffee, etc.) Ensure room is clean after each use.
- Update and maintain tenant facility and emergency contact lists.
- Maintain office in a clean and presentable manner at all times.
- Maintain and coordinate repairs for office equipment such as copiers/fax machines, TV, dishwasher, office furniture, etc.
- Inventory, order and stock office and kitchen supplies.
- Run errands for the office as needed, i.e. event and office or break room supplies, etc.
- Pick up incoming mail, stamp and distribute.
- Accept all deliveries and distribute and/or contact the appropriate team members for large packages.
- Make copies of outgoing mail as needed. Type envelopes and prepare mail with appropriate postage. Coordinate courier services.
- Provide general clerical support to the property management office staff and engineers.

- Prepare and track tenant proposals for approval.
- Maintain vendor contract summary with accurate and current data on mailing addresses, contacts, and insurance.
- Maintain insurance expiration letters, general correspondence, lease-related documents, etc. as needed.
- Track cardkey requests/changes and submit information to Accounting for billable requests monthly.
- Be responsible for accurate filing of all AP invoices, lease documents, vendor services documents, insurance, etc.
- Work with managers and engineers to ensure all tenants and vendor COI are current and provide coverage in accordance with their lease/contract.
- Prepare miscellaneous documents for property management staff as needed.
- Prepare service agreements and project agreements for property management staff. Assist with transmitting the documents for full execution and notifying all appropriate parties upon execution. Properly document and file hard and digital copies.

Accounting Support

- Review all incoming invoices for billing information accuracy. Return to vendor for correction, as necessary.
- Sort and stamp accounts payable, routing for appropriate approvals.
- Follow up and research specific accounting requests as needed.
- Setup credit accounts and new vendors, as needed.
- Document and submit petty cash requests to Property Accounting for processing.

Energy & Environmental Stewardship

- Assume the lead role in coordinating both tenant and office sustainability measures.
- Adhere to energy management objectives by performing all duties in a manner consistent with sound environmental stewardship/energy management practices.
- Work with tenants to reduce their plug load, such as turning off office equipment when not in use and installing power management features on their computers.
- Manage general building services such as the recycling and composting programs and other sustainability initiatives. Encourage tenants to reduce their contribution to the non-recyclable waste stream.

Miscellaneous

- Prepare and plan all staff and tenant events (celebrations, monthly meetings, holiday events, etc.)
- Maintain records of all employee birthdays and anniversaries and coordinate monthly staff celebrations.

- Develop activities and topics for quarterly all-staff meetings.
- Train, mentor, and provide support to future position of Tenant Services Coordinator.
- Train and supervise temporary reception help when needed.

Supervision Exercised

None

Knowledge and Skills

- Knowledge of basic office procedures. Advanced computer knowledge, including word processing (“Word”), spreadsheet programs (“Excel”).
- Ability to relate well to the public and remain pleasant even in difficult situations.
- Provide the highest level of customer service internally and externally.
- Strong verbal and written communication skills with an emphasis on correct grammar and spelling.
- The ability to organize work and attend to detail. Must be comfortable working in a multitasking position.
- Ability to recognize and solve problems using your resources.

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 5 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.

Education and Experience

Three years experience in a service-oriented office environment with significant public contact. Experience in a Property Management is preferred but not required.