

WRIGHT RUNSTAD & COMPANY
1201 THIRD AVENUE

POSITION TITLE

Tenant Services Coordinator

ACCOUNTABLE TO

Property Manager

SCOPE OF RESPONSIBILITIES

On behalf of the property management office, receive all incoming calls and walk-in visitors and appropriately provide direction and follow-up to their requests. Provide support for operations staff and coordinate maintenance and service. Maintain and monitor the work order and card key access system as well as vendor and tenant Certificates of Insurance. Work with all management office staff to meet the administrative demands of the property.

BASIC DUTIES AND RESPONSIBILITIES

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.
- 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.
- Coordinate and inform all property management staff regarding special requests for extra HVAC hours, elevator access hours, etc.
- Establish/verify/program special security hours for tenants on holidays or special occasions.
- Inform Property Administrator of janitorial complaints and/or requests.
- Coordinate several aspects of tenant move-ins (program card key access; issue card keys; work with movers to reserve freight elevator; inform Property Administrator of date for janitorial to begin; generally, work with tenant to ensure that the move-in process is a smooth one). Coordinate tenant move-outs as well.
- Maintain conference room calendar and schedule rooms per tenant's request. Coordinate with maintenance person to ensure the room(s) is set up on time and in the correct configuration as requested. Assist with audio visual equipment, log when checked out and ensure it is returned after use.
- Coordinate tenant and building signage for display in lobby with day crew.
- Maintain building lobby electronic signage directory and content.

- Update information and post announcements to the tenant website as necessary.
- Assist Property Manager and Property Administrator in sending out email announcements to tenants.

Building Access Control

- Serve as primary cardkey system operator. Process and fill tenant/contractor card key requests and changes.
- Program or modify Building access hours, elevator access hours, and tenant security levels as necessary.
- 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 tenant and security purposes.
- Perform a quarterly audit of vendor card keys to enforce expiration dates.
- Issue special Management Office directives and review pass-down orders to ensure orders agree with current building procedures and practices.
- Order card keys and card key supplies as needed.

Security

- 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.).
- Verify calls regarding elevator and escalator problems and page the technician for service. Direct security to take elevator car or escalator out of service if necessary.
- Work closely with security and loading dock to ensure building policies and procedures are being followed.

Administrative

- Ensure all vendor and certificates of insurance are current and accurate. Keep electronic file of certificates and information in Building Engines current.
- Ensure all tenant certificates of insurance are current and accurate. File certificates in tenant files as well as electronically.
- Coordinate maintenance and repair of office equipment as necessary.
- Pick up incoming mail, stamp, and distribute. Prepare invoices with coding stamp and file for staff accountant.
- Deliver and collect interoffice mail from Headquarters.
- Provide general clerical support to the property management office.

- Maintain Property Management Office conference room Outlook calendar and reservations.
- Create and distribute the building tenant monthly newsletter.
- Other items as assigned and/or requested.

Energy & Environmental Stewardship

- Adhere to energy management objectives by performing all duties in a manner consistent with sound environmental stewardship/energy management practices.
- Promote overall company and property sustainability through the recycling and composting programs and other initiatives. Encourage tenants to reduce their contribution to the non-recyclable waste stream.

Miscellaneous

- Coordinate and schedule monthly Blood Drive events.
- Assist Property Administrator with monthly staff meeting content.
- Assist Property Administrator with Common Area Inspections.
- Maintain the Property Management Office in a neat and orderly manner; ensure the office has a professional appearance.
- Update and maintain tenant contact groups in Outlook.
- Generate the monthly/periodic reports required by accounting to bill tenants for costs entered in Building Engines. In addition, generate periodic Cable Distribution System and after-hours HVAC reports for accounting.
- Manage Fitness Center towel service and equipment maintenance.
- Manage Property Management Office kitchen inventory/supplies.
- Support the leasing efforts of the building leasing team.
- Data entry and other items as assigned and/or requested.

Knowledge and Skills

Knowledge of basic office procedures.

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 situations.

Strong verbal and written communication skills.

The ability to prioritize, organize work, and attend to detail. Must be comfortable working in a multitasking position.

Ability to recognize and solve problems.
In situations that require problem solving, exercise good judgment.

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.

The noise level in the work environment is generally quiet.

Education and Experience

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

Salary and Benefits

For employees working 20 or more hours per week, the Company offers a comprehensive benefits package that includes employer-sponsored medical, dental, and vision premiums for the employee; Health Care and Dependent Care Flexible Spending Accounts; employer-paid life insurance, and long-term disability insurance. The Company also provides 10 days of vacation per year in the first year of employment with scheduled increases based on length of service and 11.5 paid holidays. Accruals and holiday pay are pro-rated for employees working less than 40 hours per week.

The salary range for this position is \$64,000 to \$68,000 per year. The starting/hiring range is also \$64,000 - \$68,000 per year. Salary dependent on experience.