

WRIGHT RUNSTAD & COMPANY
RAINIER SQUARE, RAINIER TOWER & 400 UNIVERSITY

POSITION TITLE

Tenant Services Coordinator

ACCOUNTABLE TO

Assistant Property Manager

POSITION SUMMARY

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 access card systems. Work with all management 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.
- Oversee Rainier Square Management inbox. Respond promptly to all incoming requests.
- 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.
- Support new tenant move-ins (issue and program access cards; inform Property Administrator of date for janitorial to begin). Assist with coordinating tenant move-outs as well.
- Oversee conference room and terrace reservations. Maintain conference room calendars and outdoor reservations per tenant's request. Complete walkthrough on a periodic basis including before and after each reservation. 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. Ensure conference center is in ready condition at all times.

- Prepare and distribute tenant proposals for services or special projects. Track progress, update work order status, and follow-up for satisfaction upon completion.
- Coordinate tenant and building signage for display in lobby with security team.
- Maintain building lobby electronic signage directory and content.
- Manage key checkout process for mailbox keys and documentation.
- Provide support and attend all tenant events, community events, donation drives, and other tenant relations activities.

Building Access Control

- Serve as primary access card system operator. Process and fill tenant/contractor access card 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 access card auditing. Provide periodic reports for tenant and security purposes.
- Perform a monthly audit of vendor access cards to enforce expiration dates.
- Order access cards and fobs as needed.

Security

- Review all security pass downs for tenant impact. Provide secondary support for 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 notify the mechanic for service. Direct security to take elevator cab or escalator out of service if necessary. Submit maintenance tickets by phone or online web platforms.
- Work closely with security and loading dock to ensure building policies and procedures are being followed.
- Review security Daily Activity Reports for tenant follow up items.

Administrative

- Maintain office in a clean, neat, and orderly fashion. Areas include reception area, kitchen, supply cabinets, storage areas, including IT room and creating work orders if additional janitorial is needed to clean cabinets, refrigerator, microwave, etc. Complete weekly office walkthrough and follow-up on services.

- Stock refrigerator and maintain coffee/water machines in kitchen, including daily cleaning, emptying coffee grounds, and regular maintenance. Oversee vendor for breakroom supplies.
- Order office supplies. Keep ongoing checklist of current supplies and order as needed. Reach out to engineers and office team for recommendations. This includes office supply essentials, coffee, water and creamers.
- Coordinate maintenance and repair of office equipment as necessary.
- Pick up incoming mail, stamp and distribute. Prepare invoices with coding stamp and file for property accountant.
- Maintain all vendor and lease files in audit-ready condition.
- Make copies of outgoing mail as needed. Type envelopes and prepare mail with appropriate postage. Drop off at post office. Coordinate courier services.
- 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.
- 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

- Support Urban Pickleball operations. Coordinate event bookings, tables, rope stanchions, event setup, etc.
- 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.
- Update and maintain tenant contact groups in Outlook and Building Engines.
- 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 Canva.

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 usually 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 \$66,000 to \$70,000 per year. The starting/hiring range is \$66,000 to \$68,000 per year. Pay is dependent on experience.