

WRIGHT RUNSTAD & COMPANY
EASTSIDE PORTFOLIO

POSITION TITLE

Property and Community Engagement Administrator

ACCOUNTABLE TO

Property Manager

SCOPE OF RESPONSIBILITIES

In cooperation with the property management staff, works to meet the administrative demands of Eastside property management office at The Spring District in Bellevue. 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. Focuses on the marketing, communications, and coordination of The Spring District news and events.

BASIC DUTIES AND RESPONSIBILITIES

Lease Administration

- Maintain all electronic lease files in audit-ready condition.
- Complete the Leasing Checklist and ensure that all steps have been taken during lease review, execution, distribution and filing.
- Ensure all tenant certificates of insurance are current and accurate. File certificates in tenant electronic files.
- Support the leasing efforts of the properties.

Tenant Relations

- Establish and promote rapport between tenants and property management staff as well as the greater Spring District community and the City of Bellevue at large.
- Respond to tenant complaints, handle or delegate to appropriate staff member, and follow-up as necessary.
- Collaborate, create, and distribute tenant and community announcements as well as social media messaging. Monitor and respond to community comments and questions.
- Initiate, lead or assist in the planning, coordination, promotion and implementation of community outreach events, branded community campaigns, and tenant events throughout the various properties.
- Be available, as needed, for after-hours events within the District, including set-up and tear down responsibilities.

- Assist managers in coordinating tenant education classes, seminars and meetings when necessary.

Life Safety Program

- 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. Perform quarterly audits of the WPS online platforms and update as needed with tenant and staff information.
- Coordinate annual Floor Warden Training and appreciation, building staff CPR and First Aid training and administration of fire drills.

Sustainability

- Assume the lead role in coordinating both tenant and office sustainability measures.
- Monitor all recycling programs with recycling vendors. Track tonnage and costs monthly. 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.

Cleaning

- Support the Assistant Property Manager and Property Manager in the performance of the janitorial service contractor, including conducting site walks on a recurring basis.
- Review daily janitorial report from service contractor and enter work orders or disseminate information to Tenant as necessary.
- Assist the Assistant Property Manager in ordering 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.

Security

- Support the Assistant Property Manager and Property Manager in the performance of the security service contractor, including conducting quarterly review meetings.
- Prepare and distribute nightly passdown communications to document all after-hours activities at The Spring District.

- Review DAR (daily activity report) and disseminate information to Property Management Team as necessary.

Budget

- Prepare annual budget categories to include:
 - Administrative
 - Building, Community and Staff Events
 - Consumable Supplies
 - Rubbish and Recycling
 - Uniforms
- Monitor these expense budgets on a monthly basis. Code property invoices for payment. Investigate billing discrepancies with vendors.

Tenant Moves

- Send welcome letter with tenant questionnaire and moving company information.
- Update Tenant Handbook, distribute and review with new tenants.
- Order lobby and floor directory signage as applicable.
- Order flowers or other tenant welcome gift to be delivered on tenant's first day of business.
- Review move-out checklist with a departing tenant. Obtain forwarding contact information and inspect vacated premises with the Assistant Property Manager.
- Assume the lead move coordination role for large tenant projects.

Staff Appreciation

- Maintain records of all employee birthdays and anniversaries and coordinate monthly staff celebrations.
- Develop activities and topics for monthly all-staff meetings.

Miscellaneous

- Function as office manager; maintain the Property Management Office in a neat and orderly manner; ensure office has a professional appearance.
- Answer telephones, maintain vendor passdown calendar, events scheduling, miscellaneous tenant requests, time zone programming, key requests, Cardkey requests and changes, and greet walk-in visitors.
- Update and maintain tenant contact lists, vendor lists, The Spring District ownership contact lists, and complete emergency packet. Send copies to appropriate individuals and WR&C properties.

- Inventory, order and stock office and kitchen supplies.
- Ensure all tenant and vendor certificates of insurance are current and accurate.
- Track and follow up on outstanding items to ensure timely resolution (COIs, tenant information, vendor documentation).
- Respond to after-hours emergency calls for elevator access, Cardkey and time zone programming problems as needed when contacted by security or engineering staff.
- Run errands for the office as needed, i.e. event and office supplies, etc.
- Maintain administrative filing system.
- Prepare documents for property management staff, such as editing contract templates.

KNOWLEDGE AND SKILLS

Knowledge of general office procedures.

Knowledge of word processing and spread sheet software, preferably Microsoft Word and Excel. Familiarity with social media platforms, such as Facebook and Instagram. Experience with marketing and graphic design software is highly desirable.

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 and organize work and attention 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 finger, handle, or feel and talk or hear. The employee is often 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

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

Communications experience in marketing and public relations is highly desirable.

SALARY AND BENEFITS

Employees who work 20 or more hours per week are eligible for a comprehensive benefits package, including employer-subsidized medical, dental, and vision coverage; 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 during the first year of employment, with scheduled increases based on length of service, and 11.5 paid holidays. Accruals and holiday pay are prorated for employees who work fewer than 40 hours per week.

The salary range for this position is \$71,000 to \$76,000 per year, and the starting range is also \$71,000 to \$76,000 per year, depending on experience.