



LOGIC

JOB DESCRIPTION

Job Title:	Property Management Assistant
Exemption Status:	Nonexempt
Reports Directly To:	Property Manager and/or Sr. Property Manager
Indirectly Reports To:	N/A
Directly Supervises:	N/A

POSITION SUMMARY:

The Commercial Property Management Assistant is responsible for assisting the Senior Property Manager and/or Property Manager and providing administrative and customer service support with the daily operations of the assigned property portfolio.

MAJOR DUTIES AND RESPONSIBILITIES:

- Provide full administrative support, including phone support, typing reports, filing and distribution of correspondence. Maintain lease and contract files as well as other files located within the property management office. Attend all scheduled Property Management staff and company meetings. Provide support for after hours on-call coverage.
- Promote and foster positive relationships with tenants via regular tenant visits and phone calls. Follow up on tenant service requests when necessary.
- Assist with supervising daily activities of vendors, including janitorial, trash removal, pest control, landscaping, security, events etc. Prepare and coordinate bid proposals and service contracts. Provide administrative support with the bidding process and assist Property Manager(s) in their efforts to ensure compliance with policies and procedures. Track and file vendor/contractor contracts and insurance certificates and maintain follow-up system for expirations.
- Assist with transitioning of new and terminating property accounts including utility transfer, vendor set-up, tenant introductions and Yardi input of property and lease information.
- As directed by Property Manager, inspect building/property exterior, including common areas, to insure first class appearance of all areas and proper operation of equipment, lighting, etc.
- Monitor and maintain the property maintenance work order system and assist in the preparation of monthly reports on status of tenant work orders.
- Review, prepare and code invoices for property manager's approval.
- Assist with setting up of tenant billing with Accounting and Property Manager including: Base Rent, Common Area Expenses, Miscellaneous Charges, and billable work performed for tenants. Research discrepancies in tenant receivable issues and assist Accounting with necessary adjustments, if required.
- Assist with monthly and quarterly management reports as well as annual budget preparation. Assist with reconciling actual Operating Expenses (CAM) for previous year's tenant billings and refund tenants for any over-payment of bill tenants for any deficiency in recovering operating expenses for the property.
- Provide high quality of customer service, update and maintain tenant contact lists and tenant information manuals.

- Assist Property Manager as needed on special projects
- File, fax, scan, copy and distribute lease documents and other correspondence
- Communicate/correspond with other Property Managers, Landlords/Owners and related parties as directed.
- Handle miscellaneous assignments as requested by management.

MINIMUM REQUIREMENTS:

Education:

- High school diploma or equivalent required; Associate's or Bachelor's degree in Business Administration a plus
- Nevada Real Estate License and Property Management Permit preferred. Candidate must commit to obtaining the same within one (1) year of hire date.

Work Experience:

- Minimum 2 years of administrative experience in a real estate office environment

Computer / Technical Skills / Job Specific Skills:

- Proficiency in Microsoft Office Suite (Outlook, Word, Excel), Apple-based products
- Demonstrated knowledge of office and accounting procedures
- Familiarity with facilities operations
- Experience with Yardi lease accounting software
- Excellent organizational skills with ability to prioritize and multi-task
- Strong attention to detail
- Ability to work collaboratively with multiple Property Managers and Real Estate Brokers
- Must have professional integrity
- Ability to give and take direction and to interface with others in a professional manner
- Ability to exercise sound judgment with sensitive and/or confidential information
- Strong interpersonal skills and ability to work well with a variety of diverse individuals both inside and outside of the Company
- Proven record of providing excellent internal and external customer service
- Excellent oral and written communications skills
- Must be self-motivated and have a positive attitude
- Ability to focus and follow through to completion of projects
- Ability to set priorities and operate in a dynamic, fast paced environment
- Demonstrates initiative with ability to work with little supervision
- Exhibits professionalism and team orientation

PHYSICAL / ADDITIONAL REQUIREMENTS:

Work Hours:

Full-time, 40+ hours per week.

Dress Code:

Professional office attire.

Physical / Mental Requirements:

Employee's responsibilities are that of light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects in addition to primarily sedentary work. Employee must be comfortable working in a cubicle with limited working space for long hours with the ability to remain seated at the computer terminal for extended periods. Position can be high stress and extremely fast paced. Ability to handle directives, assess situations, enter into dialogue and complete tasks. Must be able to communicate verbally and understand English; bilingual a plus.

Physical activity: The employee is required to perform the following activity for this position: (1) Standing, (2) Moving about to accomplish tasks or moving from one work site to another, (3) Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling, (4) Expressing or exchanging ideas by means of the spoken word those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly, (5) Perceiving the nature of sounds at normal speaking levels with or without correction and the ability to receive detailed information through oral communication, and (6) Substantial, repetitive movements (motions) of the wrists, hands, and/or fingers.

Visual Acuity: The employee is required to have close visual acuity to perform activities such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); and/or using measurement devices. The employee is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.

Working Conditions: The position requires activities occurring both inside and outside the office environment. When outside, the employee may be subject to extreme heat with temperatures above 100 degrees for periods of more than one hour. Employee may be affected by other environmental conditions, such as wind and desert climate when working outdoors.