



Property Management Assistant (Exempt)

Job Description

Provide support to property management department in managing third party portfolios including maintaining and tracking documents required under the lease, contacting vendors to assist in obtaining bids, assist in monthly reporting and annual budget process and other duties related to the management of the portfolios.

Supervision

Reports to: Managing Principal, Vice President Client Services, Senior Property Manager, Property Manager and/or Assistant Property Manager

Responsible for: N/A

General Qualifications Required

Education: High school diploma or higher.

Training

Requirements: As outlined in HLC Training Policy

Licensing: N/A

Experience: Minimum two (2) to three (3) years administrative experience; property management experience a plus

Skills/Behaviors: Strong working knowledge of MS Word, Excel and Outlook
Strong oral and written communication skills a must
Strong organizational skills with ability to prioritize
Ability to handle multiple tasks while meeting strict deadlines
Strong customer service skills
General accounting skills
Able to follow policies and procedures
Supports organization's goals and values

Major Areas of Responsibility

- Handle tenant requests by contacting appropriate building engineer/vendor
 - For industrial tenants, determine if the request is a tenant or landlord responsibility. If it is a tenant responsibility offer the tenant some names and phone numbers of vendors we recommend. If it is a landlord responsibility, contact the vendor we have a service contract set up with to handle the request.
- Call vendors to request inspections when tenants are moving out (HVAC, plumbing, lighting, overhead door)
- Call vendors to obtain bids
- Ability to interpret lease language
- Call fire monitoring companies to put fire sprinkler systems on test
- Sort incoming faxes
- Filing (tenant, project and vendor filing)
- Type daily correspondence including
 - Letters (welcome packages, termination letters, commencement date letters, late rent letters, subordination agreements, memos to office tenants)
 - Service contracts



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- Help collect unpaid rent by
 - Running bi-monthly A/R report & copy manager on A/R status with written updates on A/R report.
 - Call delinquent tenants to find out why rent has not been received
 - Send late rent letter in accordance with HLC policy and procedures.
- Follow up with tenant
- Help process new leases/amendments including
 - Update LMS
 - Send welcome package to new tenants
 - Forward file to Property Manager for review
 - After the file is reviewed by Property Manager, forward it for processing
 - Once lease is commenced, send commencement date letter, rent letter for all new leases and amendments
- Back up phones during breaks and lunch hour on rotation
- Assist with monthly reporting
- Assist with budgeting process by helping obtain bids and input numbers and notes into budget models
- Maintain all Property Managers tenant lists on a monthly basis
- Maintain Required Forms list for all tenants in order to track HVAC agreement, Certificate of Occupancy, Certificate of Insurance, Emergency Contact Phone Numbers, Letters of Credit and Commencement Date letters.
- Code utility invoices
- Coordinate transfer of vacancy utilities
- Input A/R and A/P as required
- Assist in preparation of property newsletter.
- Support management team in administrative duties
- Other duties as assigned.