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**Client Manager/Vice President/Senior VP – Management Services  
(Exempt)**

**Job Description**

The Client Manager position provides first-class property management services to third-party clients and owners. Day-to-day responsibilities include working alongside clients to help them achieve their financial portfolio goals while supervising and mentoring the property management teams.

**Supervision**

**Reports to:** Director of Property Management and/or Managing Principal

**Responsible for:** Property Manager  
Building Engineer  
Assistant Manager  
Property Management Assistant

**General Qualifications Required**

**Education:** Bachelor's degree or equivalent combination of education and experience

**Training Requirements:** CPM or RPA designation preferred.

**Licensing:** Current state real estate salesperson or broker license  
Valid Driver License

**Experience:** Minimum ten (10) year's property management experience  
Construction management experience  
Knowledge of mechanical systems, building components and emergency contingency procedures  
Lease language interpretation and enforcement experience  
Advanced accounting/financial analysis and interpretation experience  
Supervisory skills  
Computer proficiency in Word, Excel, and Yardi/MRI accounting software

**Skills/Behaviors:** Ability to establish strong interpersonal relationships with clients, team members, tenants and vendors.  
Strong organizational and coping skills with the ability to prioritize work and provide meticulous attention to detail  
Strong oral and written communication skills  
Strong customer service skills  
Ability to handle multiple tasks while meeting strict deadlines  
Ability to adapt to change within the organization, portfolios and needs of the client  
Highly developed sense of self-discipline and self-motivation and ability to instill same in subordinates  
Proven professionalism and commitment

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**Major Areas of Responsibility**

**Corporate Responsibilities:**

- Take a leadership role as it relates to team efforts with other inter-company divisions (i.e. accounting, leasing, construction)
- Engages as the team leader for all personnel under their responsibility.
- Support and assist in implementing any corporate wide efforts, policies or guidelines.
- Works at the discretion of the Director of Property Management and Managing Principal and is responsible to the Director of Management and Managing Principal for the performance of the team and portfolio
- Works on special projects as directed.
- Performs due diligence as needed and inspects properties when properties or portfolios are identified for going to market for sale.

**Personnel Administration:**

- Acts as primary support for PM's for all property management issues and policy and procedures.
- Practices an open-door policy and acts as coach and mentor to team members. Initiates thought provoking dialogue to lead team member to sound and reasonable problem-solving conclusions.
- Ensuring that all staff members perform their individual responsibilities at the highest standard possible.
- Assists in recruiting and acquiring new employees as needed
- Responsible for the formation of Property Managers and team by conducting at a minimum a monthly meeting and training. Should include both HLC and client specific policies and procedures.
- Conduct formal annual review, including continuous and regular feedback to personnel. Train Property Managers to lead their staffs and team.
- Train on customer service and be involved in significant tenant related issues.

**Client Responsibilities:**

- Establishes and maintains rapport with client contact.
- Stay abreast of client specific policies and procedures and other requirements specific to client.
- Be familiar with client specific policies, procedures and annual requirements and inspections.
- Inspect vacancies and the exterior of the properties.
- Assist in all capital projects and delivery of final product.
- Inquire of client satisfaction or if there are any issues quarterly to eliminate surprises.

**Financial Responsibilities:**

- Review monthly reports quarterly and provide direction and training on report writing. Ensure accuracy of reporting.
- Assess property's financial performance. Guide PM in stabilizing performance if necessary.
- Be cognizant of property's performance.
- Plan the budget calendar and review budgets
- Ensure reconciliations are completed timely and accurately as well as year-end accruals.
- Review monthly receivables report and make recommendation for lockout, write-off and other actions.
- Present budget(s) for asset management review/approval.

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**Administrative Responsibilities:**

- Ensure that service contracts are current and enforceable.
- Ensure that tenant and vendor insurance is current.

**General Property Administration:**

- Work with property tax service personnel on tax values and January 1 filings each year and ensure all tax bills are paid on or before deadlines.
- Accept new buildings into operating portfolio by conducting an inspection of the same.
- Review of governing management agreements to ensure compliance.
- Other duties as assigned