

## JOB DESCRIPTION

**Position Title:** Property Administrator  
**Department:** Property Management  
**Reports to:** General Manager  
**Status:** Non-Exempt

### Summary:

The Property Administrator performs administrative functions relating to the daily operation of the property and provides administrative and other support to the property team.

### Essential Duties and Responsibilities:

Completes all work in an accurate, thorough and timely manner demonstrating a sound understanding of area of responsibility.

### Customer Service:

- Research and respond to all customer requests for information, service, or assistance, promptly and thoroughly within designated time frames
- Demonstrate professionalism, courtesy and sensitivity with all customers
- Appropriately respond to customers
- Effectively communicate with customers so they know exactly what to expect
- Develop effective working relationships with customers to establish a point of contact for future requests for information, service or assistance
- Follow up on various tenant work order requests to ensure timely issue resolution and overall customer satisfaction

### Tenant Relations:

- Coordinate tenant outreach program
- Manage new tenant welcome and existing tenant renewal, anniversary, expansion cards, florals and gifts
- Prepare tenant newsletter and maintain distribution list
- Issue tenant memos as required
- Oversee content management of lobby signage, elevator screens, media walls and other customer facing content

### Building Operations:

- Prepare service requests, prioritize and refer within appropriate timeframe based upon the urgency of the order and pre-established response time expectations
- Prepare accurate and timely correspondence to tenants and vendors as directed by General Manager
- Effectively coordinate relationships with those vendors as designated by General Manager. Monitor vendor performance to ensure compliance with the specifications and terms of their service contract.

- Provide accurate and timely status reports to General Manager regarding tasks, projects and operation issues
- Effectively cross train with other team members on operational issues as delegated by General Manager to provide greater experience and development
- Effectively coordinate tenant move-in and move-out procedures based on established customer service plans established by completing all tasks in a timely manner
- Accurately and completely implement those established customer service guidelines within designated timeframes
- Oversight of various building environmental initiatives, including tenant communication, tracking and reporting
- Assist with various miscellaneous building initiatives, including special events, signage, newsletters, seasonal décor and other initiatives as designated
- Receive, code, stamp and enter invoices into the accounting system for payment

**Supervisory Responsibilities:**

- The Property Administrator is an individual team contributor with no supervisory responsibilities.

**Essential Skills and Qualifications:**

- Ability to perform as back-up to Assistant Property Manager
- Intermediate to advanced proficiency with Word and Excel
- Ability to plan and prioritize work activities effectively
- Ability to communicate effectively both orally and in writing
- Demonstrated accuracy and thoroughness in work
- Ability to manage difficult or emotional client situations effectively
- Demonstrated ability to follow through to achieve results
- Ability to refer to established procedures to handle routine tasks, although at times may choose from established alternatives.

**Education and Experience:**

- Bachelor's Degree from a four-year college or university
- 2+ years of relevant work experience

**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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.