

## San Jose, CA – Property Manager

### **POSITION/TITLE:**

Property Manager (PM)

### **ACCOUNTABLE TO:**

Senior Property Manager (SPM)

### **SCOPE OF RESPONSIBILITIES:**

The property manager is responsible for the day to day management of all aspects of operation for the assigned portfolio and supervision of portfolio staff, in accordance with the goals and objectives of the individual property owners, and the mission of Kidder Mathews Property Management Services Division.

### **BASIC DUTIES AND RESPONSIBILITIES:**

#### **Operations**

- Responds to and resolves tenant concerns. Meets with tenants as required to ensure that tenant needs are met, and that high quality property management service is achieved. Fosters positive rapport with tenants.
- Performs or directs to be performed, monthly physical property inspections. Follow through on any needed repairs or maintenance.
- Interfaces with property vendors and contractors to ensure prompt response to maintenance issues. Responsible for ensuring that on-going contracted vendor services are performed on schedule, and that services meet contract specifications.
- Reviews specifications for contracted services and makes recommendations to owner and/or senior property manager, as appropriate, for necessary changes or updates.
- Request/review/recommend bids for contracted services.
- Ensures that maintenance and repairs are performed on schedule and in accordance with an approved operating budget.
- Works with building engineers or contracted maintenance personnel to schedule repairs and work orders.
- Interface with client on property operational issues.
- Proactive approach to identifying opportunities to enhance the value of the asset.

#### **Financial and Reporting**

- Reviews and approves, within prescribed limits of authority, vendor and contractor invoices.
- Reviews and approves annual CAM reconciliations as prepared by property accountant.
- Participates in annual budgeting process, to include re-bid of service contracts. Leads budget team for certain properties as assigned by senior property manager.
- Reviews monthly operating statements and prepares monthly owner operating report; to include budget variance narrative, monthly accruals, review of balance sheet accounts and regular re-forecasting.

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### Leasing

- As appropriate for each property assignment, meets with tenants and negotiates lease renewals in accordance with building owner’s specified lease perimeters.
- Encourages and promotes a cohesive and collaborative relationship with listing agent(s).
- Works with leasing team to ensure that all vacant space is in “market ready” condition at all times.
- Reviews new lease and prepares lease abstract.

### Tenant and Owner Relations

- Maintains courteous, service oriented rapport with tenants and owners.
- Promotes and fosters confident, comfortable relationships with tenants and owners.
- Supervises tenant move in and move out process. Conducts move in and move out walk throughs with tenant.
- Conducts new tenant orientation.
- Creates tenant “Welcome Package” for new assignments.
- Creates tenant emergency procedures manual for new assignments.

### Tenant Improvement Construction

- Attends or conducts construction meetings.
- Works with construction contractor to ensure that schedules are met and that all improvements are performed in accordance with tenant requirements and building standards and to ensure that current tenants are not inconvenienced during any period of construction activity.
- Conducts walk throughs, as needed, with contractor and tenant during construction process.
- Performs final punch list and ensures that all punch list items are corrected.
- Maintains construction file.

### Corporate

- Administers property management agreement, to include tracking renewal and expiration dates, fee increases, report and budget due dates, etc.
- Prepares annual portfolio budget.
- Reviews and collects receivables from clients.
- Reviews monthly operating statements for assigned portfolio.
- Mentor, lead, train and supervise assigned portfolio staff.

### **SUPERVISION EXERCISED:**

Directs administrative assistant(s), portfolio administrator(s), portfolio assistant(s), and building engineer(s) assigned to portfolio. Soft line report for property accountant(s) assigned to portfolio.

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### MINIMUM QUALIFICATIONS:

- Bachelor degree
- Valid real estate license
- Minimum of five years of management experience in the field of property management
- Strong financial analysis skills
- Understanding of the budget process
- Courteous, professional, and respectful rapport with peers and subordinates
- Strong customer service/people/team building skills
- Ability to read, understand and abstract leases
- Ability to read, understand and abstract contracts
- Strong, well developed computer literacy in MS Word, Excel and Outlook
- Ability to draft quality, well organized letters, reports and memos
- Ability to recognize and require high quality maintenance work
- Entrepreneurial and business growth oriented outlook and approach

Kidder Mathews offers a challenging, exciting, and professional work environment in a high profile industry. Competitive salaries and comprehensive benefits. Qualified applicants should submit cover letter and resume to [hrpm@kiddermathews.com](mailto:hrpm@kiddermathews.com).