

Tacoma, WA – Senior Property Manager

POSITION/TITLE:

Senior Property Manager (SPM)

ACCOUNTABLE TO:

Vice President & Senior Property Manager (VP/SPM)

SCOPE OF RESPONSIBILITIES:

The senior property manager is primarily 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:

Property 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.
- Ensures that monthly physical property inspections are completed. Works with contractors/building engineers to 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 contract specifications and makes necessary changes or updates.
- Request/review/recommend bids for contracted services.
- Ensures that budgeted maintenance and repairs are performed on schedule.
- Works with building engineers or contracted maintenance personnel to schedule repairs and work orders.
- Proactive and value added direct interface with client on all property operational issues.
- Proactive approach to identifying opportunities to enhance the value of the client's asset.

Financial and Reporting

- Reviews and approves, within prescribed limits of authority, vendor and contractor invoices.
- Reviews and approves annual CAM reconciliations prepared by property accountant.
- Reviews and approves monthly accruals.
- Provides financial analysis for new leases and lease renewals.
- Team captain for annual budgeting process in conjunction with property manager(s), property accountants, building engineers, administrative assistants and assistant property managers.
- Final accountability for annual property budgets.

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- Reviews monthly operating statements as prepared by property accountant.
- Review and finalize monthly operational narrative report to client as prepared by property accountant.

Leasing

- As appropriate for each property assignment, meets with tenants and negotiates lease renewals in accordance with building owner's specified lease perimeters.
- As required by client, prepares financial analysis for new leases and lease renewals.
- Encourages and promotes a cohesive and collaborative relationship with listing agent(s).
- Ensures that all vacant space is in "market ready" condition based on individual client requirements.
- Proactive approach to leasing and referral opportunities.

Tenant and Client Relations

- Maintains courteous, professional, 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 construction meetings.
- Works with construction manager and general contractor to ensure that schedules are met and that improvements are performed in accordance with tenant requirements and building standards.
- Conducts walk throughs, as needed, with construction manager and general contractor and tenant during construction process.
- Reviews final punch list prepared by construction manager 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 corporate operating budget for assigned portfolio.
- Reviews and collects receivables from clients.
- Reviews monthly operating statements for assigned portfolio.
- Accountability for assigned portfolio profit/loss.
- Proactive approach to identify and capture new business, referral or consulting opportunities.
- "Team captain" for assigned portfolio staff.

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- Mentor, train and supervise assigned portfolio staff.
- Contributing member of Kidder Mathews Property Management Division senior management team.

SUPERVISION EXERCISED:

Direct report for property manager(s), 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.

As appropriate for assigned portfolio, responsibility for branch office operations, to include, interface with landlords, vendors, contractors and suppliers.

MINIMUM QUALIFICATIONS:

- Bachelor's degree
- Valid real estate license
- Seven years of senior management experience in the field of commercial property management
- Strong financial analysis and budgeting skills
- Superior customer service/people/team building skills
- Demonstrated ability to supervise, train and mentor staff
- Courteous, professional, respectful rapport with peers and subordinates
- Ability to read, understand and abstract leases
- Ability to read, understand and abstract contracts
- Ability to lead a team
- 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

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.