



Administrative Associate – Property Management Non-Exempt Position Profile

SUMMARY:

The Administrative Associate is responsible for working directly with the Property Manager in performing clerical and administrative assignments for the assigned properties/projects.

It is the responsibility of the Administrative Associate not only to exhibit legendary customer service when communicating with tenants, prospective tenants, owners, and vendors but to focus on productivity and results.

REQUIREMENTS:

Education:

- High school diploma or GED equivalent (college courses preferred)

Experience:

- At least 0-3 years of clerical, administrative duties (real estate experience is a plus)

Technical Skills:

- Must have intermediate to advanced Word, Excel & Outlook proficiencies
- Angus, accounting software such as MRI, Yardi, EnergyStar or Utility Analysis proficiency preferred

Personal Skills:

- Ability to keep information strictly confidential
- Strong desire to succeed in an entrepreneurial environment
- Must be able to handle multiple projects, changing priorities and a continually heavy work load
- Exceptional oral and written communication skills
- Strong customer service orientation

Physical:

- None

Other:

- Communicates by telephone, fax, e-mail, video conferencing, satellite broadcasting and in-person
- Uses a computer in conjunction with various software packages the majority of the day
- Uses office and audio visual equipment

ESSENTIAL JOB FUNCTIONS:

- Provide full administrative support including phone support, typing, reports, filing and distribution of correspondence.
- Schedule and coordinate meetings/special events as requested.
- Assist in lease administration activities including lease set up, administer lease changes, generate reports, etc.
- Prepare and coordinate bid proposals and service contracts and approved invoices.
- Maintain lease and property files.
- Track and file insurance certificates. Maintain follow-up system for expiration.
- Promote and foster positive relationships with tenants and owners.
- Assist with monthly and quarterly management reports as well as annual budget preparation.
- Prepare A/R status worksheets, initiate late payment calls, reconcile A/R, and follow-up on collections as required.
- Prepare, verify and code A/P for Manager approval. Enter approved A/P into Accounting Software and work with Accountant in distributing processed checks. Maintain A/P file system.

ADMINISTRATIVE RESPONSIBILITIES:

- Prepare contracts, requests for proposals, addendums, side letters, exhibits, correspondence, etc.
- Compose and type correspondence.
- Prepare financial spreadsheets.
- Hardcopy – set up and maintain tenant, prospect, correspondence, etc. files.



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- Computer – set up and maintain tenant, prospect, and general correspondence.
- Sort and distribute daily correspondence.
- Period mass mail-outs requiring addressing, sorting, labeling, and stamping utilizing interoffice, delivery services, and mail systems including bulk mail.
- Coordinate all necessary staffing for the hours needed.
- Schedule appointments.
- Make and confirm travel arrangements for leasing agent/property manager.
- Order and maintain adequate stock of office supplies.
- Report Preparation for:
 - Lease summaries/abstracts
 - Analysis spreadsheets
 - Monthly and quarterly operating reports
 - Budgets

COMMUNICATION REQUIREMENTS:

- Greet tenants, prospective tenants, vendors, and guest.
- Show space to prospective tenants (if you have real estate license)
- Take and convey messages.
- Answer questions and/or understanding how to get questions answered.
- Notify participants of meetings, and their responsibilities and any changes in plans or schedules.
- Place outgoing calls.
- Take messages for self and leasing agent/property manager.
- Screen calls and provide information when appropriate.
- Direct callers to the appropriate parties.
- Relieve the switchboard operator.

OTHER:

- Order tenant door plaques and directory strips; maintain property signage.
- Prepare and distribute tenant move-in packages; order tenant gifts as needed.
- Maintain parking/building access card records.
- Invoice tenant rebills (meter readings, HVAC, etc.).
- Maintain tenant contact, vendor contact list, and insurance information.
- Additional duties assigned by the Project Manager.
- Work with building engineers to make sure tenant requests have been acknowledged/completed and collect back up for the engineers for purchases they make for the building.

TEAMWORK APPROACH

A detailed list of position responsibilities has been developed so that expectations are clearly communicated. However, it is rarely possible to provide a list that will capture all possible projects and assignments. Team members are expected to assist with additional assignments that may be requested by direct supervisors, and to lend assistance to other members of the team, when appropriate.

Team Member Signature

Date