

JOB DESCRIPTION

JOB TITLE:	Property Administrator (PA)
DEPARTMENT:	Property Management
REPORTS TO:	Property Manager
FLSA STATUS:	Non-exempt

Responsible for the administrative needs of the property management team assuring a high level of professionalism and supports The Stanton Group, Inc.'s (SGI) goals, values and philosophy by exhibiting the following behaviors: Excellence, quality service, commitment and accountability. As a member of the SGI team, performance includes demonstration of the following accountabilities: Communication, teamwork and job knowledge.

POSITION SUMMARY

The PA primarily performs administrative functions related to tenant and vendor services for a commercial real estate portfolio and supports the Property Manager in all other needed functions. Primary responsibilities include answering phone and email requests, responding to tenant requests, supporting maintenance technicians in the field and administering the tenant work order system. This position is the frontline in customer service and will ensure metrics are being met within the maintenance department as related to work order requests and coordination with staff.

PRIMARY DUTIES AND RESPONSIBILITIES include the following:

- Administer the tenant work order system (Appfolio), including dispatching work orders, training tenants and employees, and monitoring reports and completion of work orders.
- Respond to all tenant requests and calls, determine urgency, prepare work orders, and consult with Property Manager as necessary.
- Monitor work order completion times and escalate as necessary.
- Follow-up on tenant requests to ensure satisfaction.
- Coordinate the day-to-day tenant communications, including all notifications of contractors working in the building, fire alarm testing, after-hours notifications, etc.
- Assist in creating the tenant move-in/move-out packages and distribute alongside Property Manager accordingly.
- Coordinate the tenant relations program, including tenant satisfaction surveys and on-site tenant visits.
- Assist in fostering long-term relations with tenants and vendors.
- Maintain current tenant contact lists, as well as tenant, building and vendor files.
- Coordinate with tenants on scheduling vendor service dates and times.
- Assist Property Manager with compiling and interpreting tenant request and financial related reports.
- Review reports from tenant system with Property Manager to ensure tenant satisfaction metrics are being met.
- Maintain and update security access database, which includes programming access cards and generating monthly access reports as needed.

- Interact with vendors and contractors, to ensure maintenance agreements are being fulfilled and insurance certificates are up-to-date.
- Obtain and maintain insurance certificates, certificates of occupancy and other related documents for tenants based on specific lease requirements.
- Plan and coordinate tenant events, seasonal gatherings and lobby decorations.
- Schedule and manage annual tasks such as fire alarm inspections, preventative maintenance, window cleaning, pressure washing, etc.
- Responsible for coding of invoices and processing for payment according to established procedures, including verification of appropriate back-up.
- Assist Property Manager with annual operating budgets as required per property.
- Update the Lease Abstract with tenant contact and tenant insurance information.

MINIMUM REQUIREMENTS:

- At least one year experience in property management required, commercial property management experience preferred.
- Some college required, two or four year college degree preferred.
- Proficiency in Microsoft Office.
- Real estate software experience preferred.
- Excellent phone, verbal and written communication skills.
- Must be a self-starter, self-disciplined, and highly organized.
- Must have a strong work ethic, be team-oriented and highly dependable.
- Requires frequent movement and walking about the buildings and the ability to occasionally lift up to 50 pounds as needed.
- Personable, friendly/customer service personality
- Positive, upbeat attitude
- Desire to grow
- Attention to detail along with the ability to multitask

WORK ENVIRONMENT

Position is in an office setting that involves everyday risks or discomforts requiring normal safety precautions.

****IF YOU MEET THE ABOVE REQUIREMENTS, PLEASE CONTACT STACY KLOBNAK AT SKLOBNAK@STANTONGROUPINC.COM.**

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.