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## Senior Property Manager (Exempt)

### **Job Description**

Property Management is the process of maintaining and creating value in real property consistent with the owner's objectives through the efficient balance of tenant and owner relations, financial budgeting and expense control, risk management and all other operational aspects of the property in compliance with the highest standard of professional ethics.

### **Supervision**

**Reports to:** Client Manager, Vice President or Director of Property Management

**Responsible for:** Assistant Property Managers  
Building Engineer  
Property Management Assistant

### **General Qualifications Required**

**Education:** Bachelor's degree or equivalent combination of education and experience

**Licensing:** Current state real estate salesperson or broker license  
Must have a valid driver's license

**Experience:** Minimum eight (8) year's property management experience  
RPA or CPM professional designation preferred  
Construction management experience  
Knowledge of mechanical systems, building components and emergency contingency procedures  
Lease language interpretation and enforcement experience  
Advanced accounting/financial analysis  
Computer proficiency in Word, Excel, and other accounting software  
Supervisory Skills

**Skills/Behaviors:** Ability to establish strong interpersonal relationships with clients, team members, tenants and vendors.  
Strong organizational and coping skills with the ability to prioritize work and provide meticulous attention to detail  
Strong oral and written communication skills  
Strong customer service skills  
Ability to handle multiple tasks while meeting strict deadlines  
Ability to adapt to change within the organization, portfolios and needs of the client  
Highly developed sense of self-discipline and self-motivation and ability to instill same in subordinates  
Proven professionalism and commitment

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**Major Areas of Responsibility**

**Personnel Administration:**

- Ensuring that all staff members perform their individual responsibilities at the highest standard possible.
- Assist in acquiring new employees as needed.
- Assist in the formation of Property Managers and team.
- Conduct formal annual reviews, as well as, regular feedback to personnel.
- Train on customer service
- Be involved in significant tenant related issues.
- Teach proactive methods to budget performance and time management.
- Teach problem solving and recommendation formulation
- Provide training and coaching to team members.

**Budget development and implementation in a process, manner and timeframe which meets or exceeds the financial expectations of a client through but not limited to the following exercises:**

- Prepare property budget as required
- Secure necessary approvals from asset manager or client manager
- Income and expense development
- Capital program development
- Conduct comparative historical analysis of income and expenses
- Revise budgets based on client directed changes.
- Submit final budgets in accurate form & content and in a timely manner
- Develop & distribute annual rent letter to tenant base
- Write monthly variance reports and reforecast budget quarterly, if required
- Review expenses and associated CAM reconciliations for accuracy prior to release to tenant

**Solicit, negotiate and implement vendor contracts for property services within the parameters of the management agreement:**

- Define scope of work
- Solicit competitive bids (usually a three bid requirement)
- Compare bids & award contract on the basis of cost, service provisions, insurance compliance and quality expectations by the client
- Administer contract throughout it's term to ensure the asset is maintained properly at the best price

**Oversee and/or actively perform all aspects of the accounts payable process to ensure compliance with a client's accounting procedures:**

- Review vendor invoices for accuracy and compliance with vendor's contract and client's accounting procedure.
- Approve vendor invoices for payment and issue to accounting for processing

**Assist in the leasing efforts of a property by:**

- Inspect contractor work, collect lien waivers and authorize bills for payment
- Maintain vacant suites in a clean and accessible condition
- Track lease expirations and notify leasing agent six (6) months prior

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**Maintain property conditions in a manner consistent with the owner's objectives ensuring aesthetic appeal and integrity of systems:**

- Inspect property regularly, noting deficiencies for corrective action
- Schedule roof inspections and follow-up on noted repairs with the appropriate contractor or roof manufacturer.
- Ensure facility compliance with terms and conditions of all service contracts, local, state and federal codes and insurance carrier requirements.
- Manage vacant space utility consumption to maximize cost savings while maintaining optimum marketing conditions and protecting vulnerable operating systems (i.e., fire sprinkler system)

**Inspire and maintain positive professional relationships with tenants and clients and oversee staff's interaction with tenants and clients by:**

- Ensuring tenant compliance with the terms and conditions of the Lease Agreement and property Rules and Regulations
- Meet with all tenants to evaluate conditions and determine perception of and level of services being rendered
- Spearhead or assist in the resolution of tenant complaints
- Spearhead or assist in overseeing contractors and follow-up with tenant to ascertain satisfactory completion of work

**General property administration through:**

- Review of monthly delinquent receivables and follow HLC or client policy and procedures.
- Providing requested information for appraisers, attorneys, auditors, tax consultants and owner's representatives.
- Working with property tax service personnel on tax values and January 1 filings each year, appeal initiations, process and conclusions, tax bill receipts, approvals and payment
- Tracking historical tax costs and provide back-up tenants and owner as requested
- Reviewing all leases and lease abstracts on a periodic basis and as new leases are secured to ensure familiarity with the terms and conditions
- Attend pre-construction meeting and punchlist walk through with leasing agent, Construction Manager and Tenant and following up on timely resolution of outstanding items
- Conduct move-out walk through with Tenant. Follow HLC or client move-out policy and procedures.
- Accept new buildings into operating portfolio. Follow HLC or client policy and procedures.
- Assist investments in due diligence process for sales including timely return of estoppels
- Attend monthly staff meetings and training as established in HLC policy and procedures.
- Other duties as assigned