

JOB TITLE

Commercial Real Estate Assistant Property Manager

SUMMARY

Assistant Property Managers (APM) reports to Property Manager, EVP of Leasing & Asset Management. The APM will perform an important function in supporting Property Managers to maintain and increase the value of the real estate investment for Cambridge and its Investors. APMs work collaboratively with Property Managers and other staff within the Property Management department, as well as with Leasing agents and the Accounting Departments. Work is required to be done in a professional, timely and accurate fashion. Each interaction with our tenants, owners, investors, contractors, vendors as well as other Cambridge staff should be approached with the highest level of professionalism and customer service. The APM is required to maintain open communications with the Property Manager and must keep the Property Manager informed of all things as they relate to the Owners, tenants, contractors, and building engineers. The position of APM is not to usurp the duties and responsibilities of the Property Manager.

QUALIFICATIONS

To perform job duties successfully, an individual must be able to execute each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Individuals should have two to three years related experience and/or training in an administrative support role and one to two years related experience and/or training within the property management field.

SUPERVISORY RESPONSIBILITIES

Individuals will carry out supervisory responsibilities in accordance with the organization policies and all applicable laws.

RESPONSIBILITIES OVERVIEW

Assist Property Manager with training, planning assigning and directing, giving feedback to Property Manager regarding performance of contractors and building engineering staff. Individuals should also encourage a positive, tenant service-oriented, team environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for maintaining day-to-day relationships with tenants.
- Assist support staff with taking/assigning incoming tenant work order requests via the Building Engines work order system.
- Follow up on open work order requests ensuring requests are completed in a timely manner.
- Follow-up with tenants regarding completed work tickets to ensure satisfaction. Report tenant service-related issues to the appropriate Property Manager as necessary.
- Prepare new tenant Welcome Packets as directed by the Property Manager.
- Order tenant directory board signage and suite signage.
- Create and maintain tenant lease files and building files.
- Collects and maintains current tenant certificates of insurance and forwards to Lease Administration.
- Participate in regular inspections of tenant suites, common areas, building exteriors and landscaping to ensure efficiency and effectiveness of building personnel, equipment and operations.
- Perform other miscellaneous duties and responsibilities as required and assigned.

ACCOUNTS RECEIVABLE

- Print accurate monthly rent statements for Property Manager's review.
- Assist with hand delivering and mailing monthly rent statements.

- Run Aged Delinquency report on or around the 5th of the month. Call Tenant, send reminder letters to Tenants regarding lease terms. Update MRI AR Activities with collection comments.
- Print and mail late fee assessment letters to Tenants as directed by the Property Manager.
- Copy and mail to tenant's billable work orders and utility invoices.
- Responds in a timely manner and courteous manner to tenant billing inquiries. If you are not able to assist the tenant forward calls to the Property Manager.
- Maintains bid log, bid analysis form preparation by updating logs for each service related to each building (cleaning, trash removal, landscaping, etc.)

ACCOUNTS PAYABLE

- Properly code all invoices according to the approved operating budget for each building. Attaches corresponding purchase order or executed service agreement.
- Ensures that any expense not included in the approved operating budget is not established without the Property Managers knowledge or the Owner's approval.
- Research delinquent Account Payable invoices and follows up with the appropriate Corporate Accountant.
- Correspondence with vendors via telephone or written communication

ANNUAL OPERATING BUDGET

- Creates annual budget folders, which include a separate folder for each General Ledger expense, for each building.
- Create Request for Proposals (RFPs) with appropriate scope of work to all vendors on or before June 30 of each year or as required for each building depending on if an annual operating budget or a fiscal year operating budget.
- Collects bids and updates bid analysis for the operating budget.
- Prepares annual service and one-time service agreements per the approved operating budget.
- Maintain service agreement tracking and follows up with vendors.
- Forwards executed service agreements to the accounting personnel.

MONTHLY OPERATING REPORTS (MOR)

- Collects and prepares property actions for review by Property Manager.
- Maintains and updates all stacking plans as directed by the Property Manager.
- Prints, copies, binds, and distributes monthly operating reports.

VENDOR MANAGEMENT

- Schedules contracted services (window cleaning, façade power washing, etc.) as needed and informs tenants if notice is required.
- Manage the day-to-day relationships with vendors and monitor vendor performance and reports performance to the Property Manager.
- Requests, collects, and maintains all vendors/contractors certificate of insurance.

TENANT RELATIONS

- Coordinates with leasing and construction to ensure communications as related to tenant move-ins as directed by Property Manager.
- Coordinates tenant move-in, including scheduling service elevators, key cards, directory board strips, suite signs, suite keys, restroom keys.
- Collects certificate of insurance as evidence of insurance coverage from moving company.
- Collects and maintains tenant emergency contact sheets to update tenant roster and forwards them to the appropriate personnel.
- Maintains emergency procedures manual and reviews with the tenant.

WORK LOCATION

Virginia

BENEFITS

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance

- Life insurance
- Paid time off
- Vision insurance

Qualified Candidates

Please submit a resume with a cover letter and salary requirements to kfreehof@cambridgeus.com.