

Position: Commercial Property Manager
Supervisor's Title: Commercial Operations Manager
Status: Exempt/Full-time

Job Description

The Commercial Property Manager is responsible for assisting with the daily operations and administration of the commercial retail shopping centers, assisting the Commercial Operations Manager oversee field employee supervision, curb appeal, addressing maintenance issues, customer service and tenant relations. This position assists the commercial operations manager in supervising the commercial field staff, which is comprised of the field supervisor, maintenance supervisor, assistant maintenance technician, porters, and external contractors providing maintenance services to the centers.

Building Care: Regular inspections of all centers with the Field Supervisor, noting and addressing deficiencies directly or referring them promptly to the Commercial Operations Manager for his attention. Track and monitor weekly inspection reports.

Curb Appeal: Establish and maintain a high standard of curb appeal for each center, with attractive outlooks for tenants and their customers. Track and monitor porter weekly curb appeal inspections and roof inspections.

Vacant Spaces: Ensuring vacant units are suitable for tenant viewing and utilities are maintained and winterized if necessary.

Customer Service: First POC for tenants and customers on concerns and complaints relating to operational, structure curb appeal, etc. Liaise all requests from internal and third parties—work to resolve issues and escalate as needed.

HVAC/Preventative Maintenance (Reoccurring Annually)

Ensure HVAC units are being properly maintained throughout all commercial retail centers. Coordinate service repairs as needed.

Lease Compliance and Signage: Review and understand lease requirements, center operating rules and regulations, and tenant responsibilities for signage, parking, and other responsibilities. Enforce adherence to rules, regulations, and lease terms.

Security and Safety: Work with the Commercial Operations Manager to develop and maintain security and safety programs that protect our team, tenants, customers, and the public in our centers and are ADA compliant.

LEASE Administration & Tenant Requirements: Ensure & assist new tenants in transferring utilities into their name, review COI, Pest Control, and HVAC preventative maintenance contracts.

Utilities

Ensure utilities are properly assigned to the correct entity. Work with accounting to ensure all utility billbacks are completed.

Communications and Reporting: Maintaining clear communications within the commercial field staff and Commercial Operations, assisting with implementing annual operating plans, weekly operational to-do lists, and daily reports. Ensuring that, as appropriate, all commercial field staff are reporting as instructed.

Porter & Maintenance Time Sheets & MISC Track and input field employee time sheets in ADP. Assist onsite staff with credit card & mileage reconciliation as needed.

Perform other duties as assigned.

Qualifications: Minimum requirements are a college degree in Real Estate, Construction, Project Management, IT, Finance, or other Business-Related fields and one to two years of related experience in commercial property management. Yardi property management software experience is a plus. Proficient in Microsoft Suite, including Excel, Outlook, Word, etc. Must have a valid Driver's License. Bilingual in Spanish is a plus.

Skills and Requirements

- Must have one to two years of Commercial Property Management experience.
- Excellent customer service and interpersonal skills with the ability to relate to others.
- Excellent interpersonal skills to communicate with all levels of management effectively and sensitively.
- Sensitivity to confidential matters is required.
- Ability to work independently and prioritize effectively in a fast-paced environment with a strong sense of urgency.
- Capability to read, write, comprehend, and converse in English.

- Ability to use general office equipment, such as telephone, fax machine, printer, and copier.
- Strong organizational and time-management skills and ability to act with limited supervision.
- Must have strong leadership skills and be able to work with and through others to achieve company goals.
- Must comply with all safety requirements.

Physical Requirements

A.J. Dvoskin and Associates, Inc. will make reasonable accommodations to enable individuals with disabilities to perform the essential functions. These functions include, but are not limited to:

- Ability to lift, push, and pull up to 50 pounds.
- Ability to walk around the property on a weekly basis up to 3-5 miles.
- Ability to walk on uneven surfaces.
- Ability to climb stairs and roof access ladders.
- Hearing and visual ability to observe and detect signs of emergency are required.
- Must be able to sit, stand, reach, bend, and stoop for extended periods of time.
- Ability to use standard maintenance equipment if needed.
- Talking and expressing or exchanging ideas through spoken words. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication and to make the discriminations sound.
- Visual requirements, including color, depth perception, and field vision.
- Audio requirements, including identifying and distinguishing smells to identify and resolve problems.
- Ability to compare, copy, coordinate, synthesize, negotiate, communicate, and instruct.
- Ability to tolerate stressful situations.
- Ability to work under minimal to moderate supervision.

The job duties for this position may not be limited to those outlined in this job description, and management reserves the right to modify or change these duties at any time to meet the needs of the business.

Diversity

Diversity creates a healthier atmosphere: A.J. Dvoskin and Associates, Inc. is an Equal Employment Opportunity/Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic.