



Job Title: Assistant Property Manager
Location: 213 W Comstock Ave. | Winter Park, FL 32789
Compensation: Depends on Experience
Benefits Offered: 401K, Dental, Life, Medical, Vision
Employment Type: Full Time

The Assistant Property Manager works closely with the Property Manager and Portfolio Manager in the day to day office duties and management of the commercial real estate properties in their portfolio in accordance with the Company's mission, vision and objectives.

Essential Duties and Responsibilities include but are not limited to the following:

Tenant Relations:

- Interact and correspond with tenants to address problems or complaints, as it relates to housekeeping, maintenance, leasing or accounting
- Log maintenance work orders; track and follow up with tenant to ensure issue was resolved
- Assist Property Manager with weekly tenant visits as required by client and maintain tenant visit log
- Prepare monthly newsletters and other publications (Fire Plan, Tenant Manual) for distribution.
- Prepare tenant memos, notices and lease correspondence
- Assist in preparation of tenant social events

Facility Management:

- Walk and inspect vacant suites bi-weekly; complete check list and call in necessary repairs
- Assist Property Manager in completing monthly building inspections and place service requests and follow up on completion
- Maintain building signage, order/remove and bill back
- Maintain building access system, handle tenant request for access cards and keys
- Assist Property Manager with construction and interact with contractors for the completion of tenant improvement projects. Prepare specs and obtain bids for building improvements Document incidents and make sure report is routed to all parties

Administrative Responsibilities:

- Responsible for administrative tasks including, but not limited to filing, mailing, ordering office supplies, preparing monthly expense reports for Property Manager and Maintenance Staff, etc.
- Prepare and track all vendor contracts. Maintain current vendor list. Obtain current COI, business licenses and W-9 on all Vendors
- Maintain and keep up to date tenant contact lists and current (COI's) certificate of insurance
- Maintain and keep up to date web base program for building information and preventative maintenance work order system
- Maintain on site lease files

Financial Reporting:

- Assist the property manager with preparing monthly budget variance
- Assist Property Manager with placing calls to tenants regarding collection of past due rents on the 10th, 20th and end of month. Produce MRI Aging Report. Correspond with Tenant and update MRI reports
- Assist in budget planning, i.e., print reports and obtain bids
- Assist Property Manager with invoices, i.e., tenant bill backs, researching invoices, GL coding, etc.
- On a monthly basis, prepare meter reading and tenant bill backs for accounting
- Upload bill backs in the accounting web-based program
- Review rent rolls for accuracy and compare with MRI rent roll
- Performs other related duties and assignments as required.

Qualifications:

- College Degree preferred or progressive work experience in addition to the qualifications below
- Real estate license or ability to obtain license
- Front desk or office management experience
- Two (2) + years' experience in commercial real estate environment
- Proficient in Microsoft Office Products, Word, Excel and Outlook
- Publisher and Digital Camera knowledge helpful
- MRI Real Estate Software experience or ability to learn new programs quickly
- Desire to pursue CPM designation
- Excellent grammar, clear written and oral communications skills are essential
- Good phone communication skills
- Ability to prioritize, organize and have productive time management skills
- Valid Driver's license, proof of insurance, and clean MVR report

Position Competencies:

- **Service to Employees:** Treats other employees with respect and dignity and acts as a positive member of the team; establishes and maintains effective relationships
- **Service to Clients:** Provides high level of service to clients in all situations; strives to meet and exceed client expectations; establishes and maintains effective relationships
- **Service to Tenants:** Provides high level of service to tenants in all situations; strives to meet and exceed tenant expectations; establishes and maintains effective relationships
- **Composure:** Does not become defensive or irritated when times are tough; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted; is a settling influence in a crisis
- **Critical Thinking:** The ability to think using analysis, evaluation, problem solving, judgment, and the creative process; considering the full picture and impact of action and decisions
- **Effective Communication:** Able to clearly and succinctly communicate in a variety of settings and styles; can get messages across that have the desired effect

Compensation:

- The Assistant Property Manager compensation will be commensurate with experience



depending on experience and qualifications. This range is subject to local, state and regional dynamics and maybe adjusted up or down depending on market conditions.

Physical Demands:

- Employee is required to walk the premises which can require climbing stairs to inspect stairwells, and be in elevated or high spaces, such as roofs and decking to inspect equipment if necessary
- Employee may occasionally be required to lift or move items over 10 pounds
- On call 24/7 in emergency situations at properties

Supervisory Responsibility:

- No supervisory responsibility

Promotional Opportunity:

- Employees with more than twelve months of service may request consideration to transfer to other jobs as vacancies become available and will be considered along with other applicants. To be considered, employees must have a satisfactory performance record and have no disciplinary actions during the last 12 months. Management retains the discretion to make exceptions to the policy.

This description is not all inclusive and duties will vary depending on assigned portfolio.

About Holladay Property Services:

Holladay Properties is a full-scale land development, design/build and fully-integrated real estate company, as well as one of the largest medical office management firms in the country. Our medical division has a national reputation of excellence in MOB management and development of medical real estate assets for third-party owners and is an IREM Accredited Management Organization.

Employee Benefits include:

- Medical, dental, vision, 401K
- Casual Fridays
- Strengths based culture
- Employee development
- Community involvement
- Competitive compensation
- Flexible schedules
- Free parking

