



Job Title: Director of Property Management
Location: Tampa/Orlando, Florida
Benefits Offered: 401K, Dental, Life, Medical, Vision
Employment Type: Full Time

Summary of duties and responsibilities:

The Director of Property Management will support Holladay's mission of providing excellence in service to our communities, our people, our clients, and our tenants. This highly visible leadership position operates within the designated region as Holladay's property management leader. This role will assume primary accountability for our client's asset managers; oversee the delivery of property management services; ensure policy and procedural compliance; mentor employees' development; represent Holladay in local professional organizations; promote our real estate services; and participate in the development and execution of Holladay's strategic initiatives. This position may sit in Central or South Florida and will involve up to 75% travel.

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

- Partners within the assigned region to ensure connectivity, culture and best practices are delivered to all employees, tenants and clients
- Partners with all on-site personnel ensuring delivery of consistent, differentiated and superior client and tenant service across all markets, including succession planning to ensure no service outages
- Partners with clients' asset managers on the implementation of the business strategy for the assigned assets. Oversees and ensures adherence to the operating budgets and re-projections; coordinates / participates in capital and leasing budgets
- Reviews monthly, quarterly and annual financial statements and comparisons to budget which includes leasing targets, occupancy, revenues, expenses, capital, bad debt and cash flow
- Partners with regional leasing function in promoting the assigned assets, delivering high tenant satisfaction and maintaining high retention rates
- Serves as primary mentor to on-site personnel by clearly conveying Holladay's expectations and providing frequent feedback on performance and career development
- Inspects assigned properties in accordance with company procedures. Identifies physical improvements and deficiencies and corrects them in accordance with budget guideline
- Approves all service contracts to assure high quality and cost effective services
- Maintains role as secondary contact for tenants relative to tenant service requests
- Ensures that emergency evacuation procedures and life safety systems are communicated and fully operational
- Partners with Holladay's PM support systems (Lease Administration, Accounting, Quality Assurance, Information Technology, Human Resources) ensuring quality of support systems are innovative and responsive
- Partners with Holladay's Business Development function in assisting in the growth of our real estate services
- Fosters a culture of leadership through collaboration, teamwork, trust and empowerment, regionally and nationally
- Effectively communicates strategy for superior property management services and ensures local teams are engaged and leveraged
- Partners with SVP –Property Management; Regional Engineering, Construction and Leasing Directors, to deliver business priorities through operational excellence, process

- improvement and nimble decision making
- Critical influence in decision making and strong ability to provide superior services through others; not leading with a command and control orientation, but rather through successfully influencing on-site personnel as well as mid-level and senior-level leaders
- Drives advancement of strategic initiatives by involving all leaders to ensure effective decisions
- Ensures 100% client retention and asset management while expanding on existing portfolios
- Navigates internal relationships and collaborates to expand current customer portfolio
- Engages and conducts regular client strategy meetings to gain insight into their needs to ensure high level of client satisfaction for all services performed

Qualifications:

- 10 or more years with a proven track record of leading cross functional real service teams
- Bachelor's degree or a demonstrated equivalent in the real estate industry with a professional designation (CCIM, CPM, RPA)
- Proven success in client service and expansion of client relationships at an institutional level.
- Experience leveraging talent to ensure the client is supported in their needs and/or roll up sleeves to ensure their needs are met
- Demonstrated ability in developing a culture of service, employee development, and tenant satisfaction
- 5+ years of proven success in senior level supervisory / management role
- Exudes energy and passion with internal team members and external constituents
- Ability to travel up to 75% of time. Travel is primarily, but not exclusively, within the state
- Previous experience managing medical office buildings strongly preferred
- Bilingual – English/Spanish a plus
- Florida Brokers license a plus
- Valid Driver's license, proof of insurance and clean MVR report required

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 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
- **Employee Engagement:** Cultivate a working environment where employees are involved in, committed to, and enthusiastic about their work and the organization.
- **Employee Development:** Support employees in gaining the knowledge, skills, and experiences they need to develop their talents and use their strengths to achieve proficiency and excellence in their roles.
- **Employee Performance Management:** Help employees meet and exceed the outcomes that the organization expects them to achieve.

Compensation:

The Director of Property Management 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:

- Ability to walk properties, climb stairs and ladders
- Ability to lift up to 10 pounds, if needed
- Work inside and outdoors as required
- On call 24/7 in emergency situations at properties

Supervisory Responsibility:

- Director of Property Management will have full leadership accountability for their assigned regional property management team

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