



Position: Tenant Coordinator
Reports to: Director of Property Management
Location: Quincy

Responsibilities:

- Receive all tenant feedback via work order system, work with management team on maintaining tenant satisfaction concerning work orders and coordinate proper follow up with Property Managers.
- Assist with all tenant relations and communication displaying a positive and prompt response to all requests from tenants. Conduct regular follow-ups to assure a consistent approach to the tenants needs.
- Assist Director of Property Management and Property Managers in all tenant and vendor correspondence as needed, sending all proper correspondence for new tenants, and updated Tenant Handbooks and Building Rules/Regulations to existing tenants as needed.
- Assist Director of Property Management with tenant retention program across the portfolio, including promoting our FoxRock Cares initiatives. Assist Managers with coordination of tenant events and meetings.
- Read and understanding tenant leases as they pertain to building issues, billing, operating expenses and tenant usage rights.
- Track vendor service contracts to ensure all are up to date, and work with Property Managers on renewal or new service documents so all are compliant and up to date.
- Assist Property Managers in contract service administration, ensuring all are up to date and compliant, tracking renewal dates and preparing RFP documentation for bid packages.
- Assist Property Managers and Accounting team with any accounting related correspondence such as late letters, CAM reconciliations, general billing information.



Position: Tenant Coordinator

Reports to: Director of Property Management

Location: Quincy

Qualifications:

- 2-3 years experience in real estate industry
- Undergraduate college degree preferred
- Superior client service-oriented attitude
- Ability to listen, think clearly and to communicate effectively and courteously in challenging situations
- Excellent verbal and written communication skills
- Strong organizational and prioritization skills
- Must consistently show professionalism while representing FoxRock Properties at all times
- Proficiency in Microsoft Office, Word, and Excel
- Experience with Building Engines or a similar work order property management software preferred

Candidate must exhibit a high degree of professionalism, excellent written and verbal communication skills and a track record of consistent professional achievement.