



KELLER AUGUSTA

Director, Property Management

Qualified candidates, please contact Christina Smith | christina@kelleraugusta.com | 617.247.0505

Company Overview:

Our client is a privately held firm engaged in the development, investment, leasing, management and ownership of first-class commercial properties.

Responsibilities:

The Director of Property Management will be expected to directly manage the company's portfolio of mixed-use properties, focusing on tenant satisfaction, retention and delivering superior operating results while maximizing asset value.

- Manage and supervise all aspects of properties by prioritizing day-to-day operations and property needs in accordance with the standards and procedures of the Company
- Provide customers (tenants, investors, partners, lenders, etc.) with the highest level of customer service
- Build an excellent rapport with tenants through communication, investigating and resolving complaints in a timely and efficient manner and providing attentive service to ensure successful and ongoing positive relationships
- Perform all duties as required by specific leases to ensure the continued performance of Landlord services Work with the senior leadership to gain a thorough understanding of Ownerships objectives and property-specific strategic plans
- Coordinate and manage the implementation of all initiatives and programs approved by the Company (Ownership?), including but not limited to tenant retention and marketing programs
- Support and oversee tenant buildouts and construction work to ensure timely and accurate completion of projects and balance the needs of the on-going projects with the needs of pre-existing tenants. The Director will oversee an Assistant PM in the day to day management of tenant buildouts.
- Works with Accounting to:
 - Review disbursements to ensure accurate and timely financial reporting
 - Review monthly operating statement and assist staff to provide explanations for variances from budget
 - Prepare and administer annual property business plan and works closely with staff in preparation of their area of responsibility for budgets.
 - Issue tenant service request invoices
 - Assist in the preparation of operating cost escalations
 - Assist in the collection of rents as necessary
- Ascertain the needs of any maintenance, repair or renovation projects, including long range capital improvements, and coordinate external contractors and vendors; responsible for developing building capital budget, including five-year capital plan
- Ensure that life safety systems are operating effectively
- Ensure compliance with building codes, regulations and governmental agency directives



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- Oversee all preventative maintenance programs and develop a comprehensive annual inspection process for the properties and complete inspections on a regular basis as needed
- Participate in meetings with Asset Management, Leasing, Legal and Financial Reporting to ensure continued successful management of the properties
- Establish strong relationships with contractors, architects, engineers and vendors providing services to the properties
- Develop vendor contract service specification scopes and competitively bid all service contracts under the direction of Ownership and assure that appropriate insurance requirements are in place for all vendor contracts
- Prepare and administer various operational manuals and quality controls. Complete property inspections, roof inspections, elevator, fire alarm and other emergency testing
- Lead management and ownership in property crisis situations to minimize risk
- Manage and supervise all direct reports and contracted service vendors including but not limited to Facility Manager, security, public safety, janitorial, shuttle and valet services
- Oversee the parking garage managers across the portfolio and work on coordinated strategies to maximize operational efficiencies.
- Responsible for maintaining Insurance Certificate Compliance for tenants and contractors
- Set up and maintain lease files including organizing and archiving
- Prepare Letter of Credit monthly report and responsible for safekeeping and tracking of documents
- Manage contractor for IT services for the Company and Telecommunications contract
- for the property

Professional Skills:

- Customer/client focus
- Excellent interpersonal skills
- Experienced supervisor with keen leadership abilities
- Possess a strong sense of ownership, with meticulous attention to details and accuracy
- Excellent written and verbal communication skills
- Highly organized and efficient with time management
- Energetic self-starter/leader
- Highly motivated with a proven ability to manage multiple priorities with a flexible outlook toward task management
- Significant experience in budgeting, financial, and asset management
- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists

Qualifications:

- Bachelor's degree
- CPM, CFM, and/or RPA designation(s) desirable
- 10+ years of progressively responsible property management experience managing multi-use properties (high-rise tower experience a plus)
- Ability to analyze, prioritize and delegate
- Familiarity with building systems, documentation and administration
- Experience in budget preparation/financial reporting



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- Must be able to operate in a Windows environment proficiently. High proficiency in MS Excel and MS Word to meet reporting, correspondence and budgeting needs as defined above
- Strong financial accounting experience and proficient knowledge of financial software (MRI)
- Thorough understanding of commercial leases
- Understanding and experience with various Labor Union interactions, contract negotiations
- Understanding of property and liability insurance related matters
- Knowledge of relevant local, state and federal regulations
- Customer Service focused with eye toward practical solutions
- Familiarity with innovative prop-tech systems that could be implemented to improve operations and tenant experience