

**Position:** AVP, Property Manager

**Department:** Property Management

**Reports To:** VP, Regional Director of Property Management

## About Us:

Bulfinch is a third-generation commercial real estate firm specializing in the acquisition, development, repositioning and management of properties. Our disciplined approach, entrepreneurial mindset, depth of experience and focus on meeting the needs of our tenants and partners have produced an enviable track record and roster of tenants and investors. We approach every real estate transaction with passion, ambition, and dedication to superior service.

## Purpose:

The AVP, Property Manager manages and supervises all aspects of assigned properties by prioritizing day-to-day operations and property needs as directed by the VP, Regional Director of Property Management and the SVP, Director of Property Management in accordance with the standards and procedures of the Company.

## Responsibilities:

- Responsible for all day-to-day property operations and facilities management duties
- To provide our clients (owners, lenders, tenants, etc.) with the highest level of customer service available
- As the senior on-site professional, the Property Manager has the responsibility for all aspects of client and tenant satisfaction. Specifically, achieving stated financial results (NOI and cash flow) and operating objectives (leasing, capital improvements, system enhancements, operating expense control, etc.)
- Ensure Compliance to Budget
- Manage, supervise, and develop all direct reports and contracted service vendors

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- Represent the Company and ownership in the local and regional business and real estate community to promote and enhance the firm's reputation and capabilities to prospective tenants, vendors, brokers, and clients
- Communicate effectively reports on all significant operating and facilities management issues
- Direct the tenant relations/retention/engagement programming and provide excellent communication to tenants to ensure an ongoing successful relationship
- Perform all duties as required by specific leases, including the collection of rents, default notifications, and the continued performance of Landlord services
- Responsible for the financial management of the property, working with the VP, Regional Director, financial reporting team, and property teams to:
  - Assist in the preparation of and review monthly operating reports to include accruals and variance reports
  - Prepare and administer annual property business/asset management plan and operating budget according to the requirements of ownership
  - Issue operating cost escalation and tenant service request invoices
  - Collect payment for escalation or for special work performed
- Inspect all aspects of the property daily to ensure building operations are performing according to TBCI standards and procedures
- Ensure that emergency evacuation procedures are in place and life safety systems are operating effectively
- Oversee all preventive maintenance programs and ensure that the information is entered properly in the portfolio's work order and/or preventative maintenance system
- Support the leasing brokers to ensure the lease process meets Ownership objectives and that all spaces are in show condition
- Develop vendor contract service specification scopes and competitively bid all service contracts under the direction of the Regional Director or the SVP, Director of Property Management
- Coordinate all services and purchases to be in accordance with the annual property budget and specific spending guidelines

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- Review and approve accounts payable
- Support tenant improvement construction projects and capital improvements as required
- Assure that appropriate insurance requirements are in place for all vendor contracts
- Participate in Property and Asset Management Department initiatives and committees
- Deliver insightful leadership and strategic vision for the property
- Must be on site daily

## Requirements:

- BA/BS required; relevant major/coursework preferred
- 7-10 years of experience in property and real estate management
- Proven customer service and problem-solving skills
- Highest work ethics and sound judgment
- Ability to respond real time and to work under pressure and deadlines
- Excellent written and verbal communication skills
- Experience overseeing property budgets
- Prior experience with third party investors; building successful relationships, managing expectations, and unique reporting
- This is a busy and demanding property/portfolio, candidate must be an energetic self-starter/leader who is highly organized, able to manage multiple priorities and can get things done in a timely manner
- Must be computer savvy and have a familiarity with preventative maintenance and work order software programs; Yardi, MRI, MS Office, and Salesforce experience highly desirable
- Excellent interpersonal skills with the ability to work in a team environment