

Bulfinch

Position: Associate, Tenant Coordinator

Department: Property Management

Reports To: Property Manager

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 purpose of this position is to serve as the principal point of contact for Bulfinch tenants at designated locations. The Tenant Coordinator will handle tenant inquiries, project coordination for all tenant events, assisting the Property Manager with a variety of tasks, and providing superior customer service to our tenants.

Responsibilities:

- Serve as the primary point of contact for tenants and assist them with all questions, issues, and requests.
- Become familiar with property tenants and foster relationships with primary points of contact to deliver personal attention and superior service
- Create new tenant welcome packages, manage tenant contact data in Bulfinch corporate database and conduct exit interviews with vacating tenants
- Understand and stay abreast of tenant space needs and work with the SVP, Director of Leasing to ensure space needs are met
- Work with the Property Manager and the SVP, Director of Marketing to develop and implement programming that enhances the service and experience for tenants

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- Plan, coordinate and execute tenant retention events and programs that will enhance the tenant experience
- Research industry trends and become familiar with current tenant needs and interests to generate ideas for future programming and events
- Collaborate with the Marketing Department to ensure that all events are well advertised and communicated, including posting flyers at Bulfinch properties
- Proactively generate content to be shared via social media channels including upcoming community event information, tenant event pictures and building updates, etc.
- Coordinate programming with various organizations and vendors including but not limited to: Building Impact, HqO, and bike and ride sharing organizations
- Keep up with and track major tenant milestones and activity and report back to internal team
- Update digital directories (at select properties) with tenant changes and announcements
- Assist with initiatives around sustainability and property amenities such as Energy Star, LEED certifications, Wired Score, alternative energy, etc.
- Assist Property Manager with a variety of tasking, including but not limited to, administrative responsibilities, communications, invoicing, and budgeting

Qualifications:

- BA/BS required; relevant major/coursework preferred
- 3+ years of commercial real estate or equivalent industry experience
- Event planning experience a plus
- Demonstrated problem-solving and customer service approach
- Ability to work in a team-oriented and collaborative environment
- Excellent oral and written communication skills
- Highest work ethics and sound judgment
- Ability to respond real time and to work under pressure and deadlines

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- Must be computer savvy and have a familiarity with preventative maintenance and work order software programs; Yardi, MS Office, and Salesforce experience highly desirable
- Dynamic personality and strong interpersonal skills
- Excellent organizational skills
- Capacity to work in a fast-paced setting with the ability to balance multiple tasks simultaneously with different deadlines
- A car and current Driver's License
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HOW TO APPLY:

any interested parties can apply via LinkedIn or can email hr@bulfinch.com and reference the BOMA job board.