



## JOB DESCRIPTION

### Tenant Coordinator

#### Scope of Responsibilities:

In cooperation with the Property Management Staff, the Tenant Coordinator works to meet the tenant service needs of the building and the management and administrative demands of the building management office.

#### Duties and Responsibilities:

##### Tenant Relations

- Answer tenant questions via phone and email
- Draft tenant letters and email communications
- Distribute new tenant move-in information and coordinate new tenant meetings
- Coordinate building services on holidays
- Communicate with staff on special needs of tenants, following up with building staff to ensure completion
- Schedule and coordinate building events (i.e., fire drills, tenant welcome events, tenant holiday gifts)
- Maintain tenant contacts lists
- Maintain emergency contact lists
- Maintain certificate of insurance files for tenants, tracking dates and coverages
- Maintain lease files, create new files as needed
- Process tenant amenity requests including interior bike room use.
- Maintain and assist with visitor schedule for the building including broker tours, construction work, and tenant requests.

##### Administrative

- Answer phone in a professional manner providing answers when possible and transferring calls or taking messages as needed
- Open, stamp and distribute mail
- Prepare and send all outgoing mail and packages
- Process new vendor requests
- Code invoices and enter in MRI or similar Property Management Software
- Prepare and mail out tenant rent statements
- Input tenant receipts in MRI or similar Property Management Software
- Coordinating vendor after-hours access, verifying proper insurance coverages and communicating all information to building staff
- Maintain certificate of insurance files for vendors, track dates and coverages
- Maintain, create and review files, move files to storage as needed
- Assist with compiling monthly reports.



### Education and Experience

- High school diploma required
- Some Accounting experience a plus
- Commercial property management experience a plus

### Qualifications

- Advanced communication skills both oral and written
- Strong organizational skills and attention to detail
- Self-starter, able to manage multiple projects under pressure
- Ability to work efficiently as a team member, dealing with coworkers and clients at all levels and disciplines
- Ability to work independently
- Ability to occasionally work flexible hours which may exceed 8 hours per day or 40 hours per week
- Personable and friendly demeanor in person, on phone and in email
- Proficient knowledge of Microsoft Office, including Word, Excel and Adobe
- Ability to gain proficient knowledge of other software programs as required

### Compensation & Benefits

Competitive salary based on experience

We are pleased to offer comprehensive benefits including medical, dental and vision insurance, flexible spending accounts, company-paid life insurance, short and long-term disability as well as 401k plan with match.

**Please CLICK below to submit your resume**

[HNivaud@LPC.com](mailto:HNivaud@LPC.com)

Hazel Nivaud, Office Manager