

# Property Administrator

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## GlenStar Properties – North Suburbs

Chicago, Illinois

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### **Job description**

#### **Summary:**

The Property Administrator performs administrative functions relating to the daily operation of the property and provides administrative and other support to the property team.

#### **Essential Duties and Responsibilities:**

Completes all work in an accurate, thorough and timely manner demonstrating a sound understanding of area of responsibility.

#### Customer Service:

- Research and respond to all customer requests for information, service, or assistance, promptly and thoroughly within designated time frames
- Demonstrate professionalism, courtesy and sensitivity with all customers
- Appropriately respond to customers
- Effectively communicate with customers so they know exactly what to expect
- Develop effective working relationships with customers to establish a point of contact for future requests for information, service or assistance
- Follow up on various tenant work order requests to ensure timely issue resolution and overall customer satisfaction

#### Tenant Relations:

- Coordinate tenant outreach program
- Manage new tenant welcome and existing tenant renewal, anniversary, expansion cards, florals and gifts
- Prepare tenant newsletter and maintain distribution list
- Issue tenant memos as required
- Oversee content management of lobby signage, elevator screens, media walls and other customer facing content

#### Building Operations:

- Prepare service requests, prioritize and refer within appropriate timeframe based upon the urgency of the order and pre-established response time expectations
- Prepare accurate and timely correspondence to tenants and vendors as directed by General Manager
- Effectively coordinate relationships with those vendors as designated by General Manager. Monitor vendor performance to ensure compliance with the specifications and terms of their service contract.
- Provide accurate and timely status reports to General Manager regarding tasks, projects and operation issues
- Effectively cross train with other team members on operational issues as delegated by General Manager to provide greater experience and development
- Effectively coordinate tenant move-in and move-out procedures based on established customer service plans established by completing all tasks in a timely manner
- Accurately and completely implement those established customer service guidelines within designated timeframes
- Oversight of various building environmental initiatives, including tenant communication, tracking and reporting
- Assist with various miscellaneous building initiatives, including special events, signage, newsletters, seasonal décor and other initiatives as designated
- Receive, code, stamp and enter invoices into the accounting system for payment

**Supervisory Responsibilities:**

- The Property Administrator is an individual team contributor with no supervisory responsibilities.

**Essential Skills and Qualifications:**

- Ability to perform as back-up to Assistant Property Manager
- Intermediate to advanced proficiency with Word and Excel
- Ability to plan and prioritize work activities effectively
- Ability to communicate effectively both orally and in writing
- Demonstrated accuracy and thoroughness in work
- Ability to manage difficult or emotional client situations effectively
- Demonstrated ability to follow through to achieve results
- Ability to refer to established procedures to handle routine tasks, although at times may choose from established alternatives.

**Education and Experience:**

- Bachelor's Degree from a four-year college or university
- 2+ years of relevant work experience