

JOB DESCRIPTION

Position Title: **Operations Manager**
Department: **Property Management**
Reports to: **General Manager**
Status: **Exempt**

Summary:

The Operations Manager consults with various building team members on project pricing, organization, interpretation of lease terms and project plans, oversee and monitors performance of contracted consultants, architects and contractors, performs project management duties as required, represents ownership and maximizes revenues to the company.

Essential Duties and Responsibilities:

- Provide clear and consistent advice and guidance to various stakeholders on the design and construction processes. Provide clear and consistent guidance in project organization, value engineering, and coordination with consultants and construction vendors. Demonstrate a thorough knowledge of area responsibility.
- Strategize on the most effective way to structure projects to minimize the impact on the building and staff, optimize end results, and maximizes revenues to the company
- Identify and qualify architectural, engineering and construction vendors and maintain ongoing relationships
- Manage and ensure the timely, complete and accurate application of approved procedures
- Provide clear and constructive input to simplify and improve construction projects on an ongoing basis
- Maintain current and complete construction “job cost” reporting and approve invoices according to company procedures in a timely manner
- Provide oversight of construction activities throughout the building. Monitor the progress of projects; verify documentation and requests for disbursements and coordinate timely payments, ensuring project goals are met within the budget and within designated timeframes
- Effectively coordinate to facilitate project closeout and the final disbursement of funds
- Provide a qualified resource to ownership in the development of standardized and specific lease language
- Provide timely and complete review of the tenant’s architects’ plans, specifications, construction documents and evaluation of compliance with building standard specifications
- Assist in addressing the impact of projects on the building and achieve resolution of issues affecting ownership
- Provide qualified reviews of the tenant’s contractor’s qualifications, project documents (insurance, schedules, permits, etc.) and performance within established timeframes
- Ensure the client is satisfied with the finished product to promote future leasing

- Understand and comply with management agreement or company requirements regarding bidding of contracts and approvals required relating to contracts and projects
- Partner with leasing team to establish accurate and concise budgets for tenant improvement projects
- Review bidders, present bids and provide recommendations to General Manager as required
- Track and submit construction fees per Ownership or Manager's requirements
- Other asset specific duties that may be assigned

Supervisory Responsibilities:

- The Operations Manager is an individual team contributor with no supervisory responsibilities.

Essential Skills and Qualifications:

- Demonstrated ability to manage multiple projects and priorities to conclusion within designated timeframes and budget
- Ability to view every action and decision in terms of client impact and to understand and anticipate client needs
- Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables
- Ability to effectively resolve problems and negotiate solutions that balance the needs of multiple parties (e.g. company, contractors, tenants, etc.)
- Strong oral and written communication skills. Ability to read, to analyze, and interpret routine and non-routine documents (e.g. contracts and other legal documents). Ability to respond effectively to sensitive inquiries or complaints. Ability to effectively share information to keep others informed.
- Ability to direct and coordinate the work of staff, contractors in a matrix environment
- Ability to respond to changing and sometimes ambiguous situations
- Demonstrates sound judgment
- Basic proficiency and word processing, spreadsheet, scheduling and accounting
- Ability to complete objectives and projects with broad managerial direction

Education and Experience:

- Bachelor's degree in Architecture, Construction Management or relevant field
- 3+ years of experience in Design and Construction
- LEED accreditation preferred

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.