

TENANT SERVICES COORDINATOR JOB DESCRIPTION

Reports To: Property Manager
Payroll Classification: Administration
Job Status: Exempt

SUMMARY:

The primary responsibility of this position is to develop and maintain a solid level of communications with the building tenants ensure that all tenant service calls are dispatched and addressed appropriately while maintaining all leasing, accounting, and property files on site.

Essential duties and responsibilities include the following. Other duties may be assigned.

I. TENANT RELATIONS AND ADMINISTRATION

- A. Become the primary contact for tenants within the building and appropriately address their regular requests. Coordinate activity within the building with the affected tenants on a daily basis. Communicate to the tenant base via email, telephone or in person on a regular basis to ensure all necessary information between the building and the tenant is being properly communicated to both parties.
- B. Coordinate the preparation of tenant welcome package and letter for Property Manager's signature and coordinate all move-in/move-out activities.
- C. Set up process and maintain new tenant files in accordance with property filing system.
- D. Maintain and track all incoming service requests within Angus Property Management System and verify they are addressed timely. Follow up with tenant using the ZRG Customer FIRST! Initiative. Provide feedback to Property Manager when expectations have not been met.
- E. Modify and revise as necessary the tenant/occupant move/in handbook while first maintaining approval from Property Manager.
- F. Utilize e-mail and other communication necessary to effectively communicate information to all occupants of the property.
- G. Maintain and track use and reservation of all conference room/auditorium

and other amenities within the property.

- H. Prepare move-out reconciliation form for Property Manager's approval to remove vacating tenants from computer system.
- I. Maintain and track vendor and tenant Certificates of Insurance and miscellaneous files.
- J. Maintain security access system, if applicable, issue security/access cards per tenant authorizations. Communicate concerns of security to Property Manager.
- K. Order all building standard signage as requested by tenants.
- L. Update tenant/occupant listing information for the office.
- M. Update emergency ZRG personnel listings.

II. ADMINISTRATION

- A. Assist Property Team by inputting notes into the monthly operation report after receiving from Property Manager.
- B. Assist in the preparation of the report by review the information and researching variances within the monthly cash flow statement.
- C. Assist in the preparation and dissemination of the monthly construction draw funding process.

III. ACCOUNTING FORMS/EQUIPMENT

- A. Maintain inventory of invoices, payroll records, coding and approval stages, purchase orders, stationery and office supplies, forms, etc.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. One to two years related experience or equivalent combination of education and experience.
2. Ability to use Microsoft Word, WordPerfect, Excel, e-mail, and the internet

to supervisor's expectations. Ability to learn new software as required.

3. Ability to use office equipment such as copiers, calculators and FAX machine.
4. Excellent verbal, communication and organizational skills.
5. Ability to produce an accurate work product.
6. Financial aptitude.
7. Detailed oriented. 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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to sit and use hands and fingers to handle or feel objects and operate office equipment. The employee is frequently required to talk, hear, stand, walk and reach with hands and arms. The employee may occasionally lift and/or move up to 10 pounds.