



Title: Property Manager  
Reports to: President, Management Services  
Compensation: Negotiable  
Location: O'Hare Submarket

*About Bradford Allen:*

Bradford Allen is a Chicago-based, fully integrated national commercial real estate company that provides a full array of property management, brokerage, and capital markets expertise to entrepreneurial and corporate clients, as well as not-for-profit organizations.

Bradford Allen professionals create flexible solutions for their clients through their experience, commitment to solving the most difficult problems, persistence, loyalty, hard work, and a singular focus on client objectives.

*Position Summary:*

Provide the highest level of customer service to ensure ownership's goals and objectives are obtained. Implement processes and procedures that will provide tenants, visitors, and guests with first-class experiences. Develop, mentor, and train all direct reports.

*Responsibilities*

- Financial Skills
  - Develop and manage the annual operating budgets and 5-year capital budgets for the assigned properties.
  - Financially operate the property to ensure that the monthly, quarterly, and annual financial goals, as approved in the annual budget, are attained.
  - Analyze and review monthly operating reports and provide clear, concise explanation of budget variances.
  - Actively manage collection of accounts receivable and payment of operating expenses pursuant to approved guidelines.
  - Produce timely and accurate annual CAM & RET reconciliations for assigned properties.
  - Review and approve all monthly scheduled charges.
  
- Operational Skills
  - Regularly inspect and evaluate all building equipment, systems, and grounds to ensure that the appearance and operation of the properties meet company standards.
  - Continuously review the physical components and procedures to ensure the highest levels of safety and security are maintained.
  - Analyze and maintain emergency procedures and preventative maintenance programs for all buildings.
  - Develop positive relationships with vendor partners ensuring they understand the goals, objectives, and code of conduct required at the properties they serve.
  - Ensure that work performed by outside contractors is performed timely, safely, and according to the scope of the services provided.
  - Manage the certificate of insurance system to ensure all vendors and Tenant certificates in compliance with requirements established by ownership.
  - Visit tenants regularly and always maintain a positive, productive, and professional relationship.

- Manage tenant move-in and move-out processes to ensure complete tenant satisfaction.
- Oversee the tenant work request system to ensure that tenant service calls are handled within the timeframe as approved by Ownership and with 100% customer satisfaction.
- Accurately complete legal documents and internal reporting documents pertaining to lease administration and administer the leases.
- Assist with all lease activity including tenant renewals, expansions, and contractions.
- Successfully manage tenant improvement and capital improvements projects following company guidelines.
- Competitively bid 3<sup>rd</sup> party provided services pursuant to company and Ownership guidelines.
- Communications Skills
  - Hire, train, manage and develop all direct reports.
  - Conduct annual performance appraisals and develop employee specific goals annually.
  - Assist in fostering a team atmosphere within the local offices.
  - Clearly and concisely communicate with clients, team members, direct reports, vendors, and stakeholders.
- Other Responsibilities
  - Accurately and timely complete other tasks as assigned.
  - Assist President with special projects.
  - Continuously project a professional attitude and demeanor.
  - Accurately produce lease abstracts for all new and existing tenants.

Qualifications:

- Bachelor's Degree with CCIM, CPM or RPA designation preferred.
- State real estate license.
- 7+ years of commercial property or commercial building management experience including 5+ years of directly supervising on-site personnel, vendor partners and client relationships.