Job Description

Position: Tennant Services Coordinator

Responsibilities include but are not limited to the following:

Prepare, track, organize, update and take the necessary action related to the various property management grids in order to accomplish department objectives

Analyze, reconcile and process small and large account invoices

Assist the Director of Property Management as needed

Help facilitate and complete departmental tasks/projects

Oversee property portfolios when managers are absent

Property site visits as required

Assure managers compliance with the “A” a day program if required

Attend property management walk throughs if required

Assist with new manager training as requires

Document potential disputes in writing; demonstrate excellent correspondence skills

Facilitate timely follow-through on property repairs/problems and immediate supervisors requests

Meet all daily, weekly and monthly timelines

Inform DPM and SPM of any known building problems (no heat, no A/C, broken pipes, etc) and provide updates on a continuous basis

Door shaker reports, invoicing, Deggie downloading if required

Move in/move out tracking, follow-up and key arrangements and key return if required

Make sure that all requested manager’s letters go out within 24hours if required

Track HVAC times for each building, including night back settings and institute weather action plans when necessary

Follow-up and log temperatures in problem buildings

Accurate record keeping and organized file management

Submit well thought out Purchase Orders

Demonstrate superior negotiation skills with contractors and vendors

Verify changes to exterior lights and pylons time clock settings

Process the “Managers After Hours” report

Assist with ordering routine and non-routine building supplies

Review janitorial invoices and reconcile if required

Maintain door lock/unlock schedules, HVAC after hours rates, landscape, snow, equipment, tools, filters, boiler, a/c startup, dehumidifiers etc.

Maintain Alarm contacts and call lists

Update PM staff contact list

Related to extension#40:

Manage and track Tenant and Vendor telephone inquiries directed to Extension 40 by maintaining an accurate Call-log for all incoming calls

* Handle multiple calls simultaneously
* Allow caller to state all complaints without interruption
* Show sympathy to the caller’s problem
* Show appreciation for bringing the concern to your attention
* Follow through with resolving the caller’s problem and follow up with a phone call in a timely manner

Speak and act in a professional, courteous and positive manner

Manage and track emergency telephone inquiries directed to Extension 55 by maintaining an accurate Call-log for all incoming calls, fill out log completely

Follow up with tenants and ensure problem resolution, keep tenants updated

Relieving staff from handling complaint calls

Immediately remove calls from voicemail.  Return tenant calls promptly