



Imperial Realty Company

JOB DESCRIPTION – PROPERTY MANAGER

Monday – Friday 8:00AM to 5:30 PM (minimum). Saturday or Sunday min. two hours for catch up if necessary, occasional evening and weekend building checks. Be available for early morning and night property inspections. Occasionally work various shifts with in house cleaning/maintenance personnel and contract cleaning services *especially* during the first few weeks of employment. Start earlier on days of temperature extremes and/or snow. Be available for after hour's emergencies. We expect the person in this position to work the hours needed to successfully perform the items contained in this Job Description.

Responsibilities include but are not limited to the following:

- Monitor each building in the portfolio daily.
- The expectation is to have each of the buildings managed an “A”
- Walk through each building(s) each day as directed starting prior to 8 AM; survey occupied suites prior to tenant arrival, vacant suites and common areas.
- Company requires the employee to organize their task/projects utilizing company approved methods.
- Maintain an accurate Space Available Sheet for the buildings you manage including but not limited to; suite numbering, square footage, connecting suites, updating and notifying the office of changes or discrepancies
- Complete Completion Calendar items on time and achieve a 90%+ Completion Calendar success rate
- Complete and submit the Red Circle lists on the 10th of each month. Show a progressive reduction in notations
- Enter property walk through grades each day of the Building of Focus (BOF) daily. Plan BOF walkthroughs two weeks in advance
- Adjust outside lighting schedules per Imperial Realty format
- Check all building timeclocks regularly, sign timeclock sheets after each check
- Adjust building temperature settings to correspond with temperature changes, extremes or after hours HVAC requests
- Turn in After Hours forms on the first of each month
- Turn in Tenant Move Out forms by the 5th of each month
- Make arrangements for all tenant move out keys returns at least 5 days prior to move out
- Track and enforce IRC carpet protector and refrigerator policy for new and existing tenants
- Trim frayed carpet areas during property walk through or have staff perform
- Return phone calls received in a timely manner
- Check voice mail throughout the day, every day
- Check exterior building lighting at least twice a month
- Monitor vacant retail spaces for proper temperature and thermostat settings where applicable
- Make sure all vacant spaces are ready to show
- Make sure building staff has proper uniforms, thermometers, phones and training
- Scrutinize and approve subcontractor, vendor and utility bills; process invoices immediately
- Provide accurate, timely supply orders and maintain accurate inventory lists/control logs for janitorial and electrical supplies
- Put forth a minimum of three qualified bids and well thought out purchase orders including a bid summary/comparison sheet when submitting PO's
- Properly distribute, monitor and turn in staff time cards
- Monitor utility usage and be responsible for building energy management, identify energy wasters
- Monitor parking lots for parking violators, review ticketing and towing procedures
- Properly distribute and log vehicle stickers where applicable

- Meet with contractors as necessary
- Coordinate and monitor all subcontracted work, show excellent project management skills and value engineering
- Reduce the necessity of outside contractors
- Oversee and coordinate all new tenant move-ins to assure proper completion and tenant occupancy dates are met; update the move in grid as required
- Keep up to date key rings to the various properties managed and provide same to immediate supervisor. Never be locked out of any spaces. Know your keys and be able to enter spaces quickly
- Complete miscellaneous “in house” build-outs as needed
- Errands as required
- Supervise and route maintenance personnel; by providing them with daily and weekly prioritized worklist for a three week period.
- Provide progressive discipline with staff
- Institute/maintain a preventative maintenance program for HVAC and pumps; update the IRC filter change log
- Document in the form of letters any disputes, confirmation notices etc. between Imperial Realty and tenants, contractors, vendors and employees. Show excellent letter writing skills
- Maintain excellent tenant relations
- Monitor facility systems such as interior/exterior lighting, life safety equipment, building security including checking all exterior doors regularly for proper locking, following the security guard from time to time to assess proper PM door checks
- Maintain communications with staff at all times, follow-up with each at least twice a day
- Report any facility problems to senior management
- Show space to prospective/existing tenants when needed. Master IRC’s program for showing space
- Turn in building walk through notes each Monday
- Oversee subcontracted janitorial companies for quality of work, train/work with them to fulfill your expectations and/or contract
- Monitor disposal, usage, costs and avoid extra charges
- Introduce cost competitive contractors
- Conduct annual staff reviews
- Facilitate leasing activities of outside and in-house brokers
- Perform other related duties and responsibilities as deemed necessary

**OUTSTANDING
ACHIEVEMENT
INCLUDES:**

- Achieving “A” grades for buildings managed without supervisor’s strong participation
- 90%+ Completion Calendar success
- Excelling with the IRC “A” a Day program
- Changes and updates to the Space Available Sheet prior to discovery by Senior Management or Ownership
- Maintain a low turnover staff
- Possess a positive “can do” attitude
- Properly train and motivate staff and achieve positive reviews from same
- Earn the respect of contractors and vendors
- Facilitate timely follow through on property repairs and problems
- Show excellent negotiation skills with vendors
- Cost cutting, value engineering and efficiency discipline
- Be a role model for your staff
- Professionalism at all times