



**POSITION TITLE:** **Administrative Assistant to Property Management**  
Reports to Sr. Property Manager

**JOB SUMMARY:** Responsible for providing day-to-day administrative support for one or more property managers. Represents Highwoods Properties in a professional manner to customers, vendors, and the general public.

**WORKED PERFORMED:**

- Provide new customer employees with Wellness Center tours and process all User Agreements
- Prepare weekly/monthly calendar of local current events for customers. (i.e. – street closures, weekend events, etc...)
- Develop a building monthly newsletter.
- Compile monthly Wellness Center reports for accounting
- Conduct monthly property inspections.
- Visit customers periodically.
- Monitor janitorial service. Process all customer request and follow up to ensure completion.
- Prepare weekly team meeting agendas and type up/maintain meeting minutes.
- Assist property manager with customer events.
- Assist Sr. Maintenance Tech. as needed with vendor correspondence, project scheduling, third party PM service tracking, etc...
- All day-to-day administrative support for one or more property managers
- Monthly invoicing for additional customer charges such as sub-meters, after hours HVAC and other customer requests
- Assist with all correspondence to customers and vendors; set up templates for management staff use
- Monitor Service Link work orders, assign work orders and follow up on pending items.
- Keep property management emergency manual current
- Maintain customer database in both Building Engines and SalesForce
- Assist property managers with special events
- Responsible for completion of documents regarding move-in and move-outs as submitted by property managers
- Maintain and update information contained in On-Call Emergency notebook
- Be available as needed to perform/facilitate and maintain a status of active communication during emergencies

This job description is not intended to be a complete list of all the possible responsibilities, skills, efforts and working conditions associated with the job. The job description outlined is only intended to give a representation of the major elements essential for making equitable pay decisions about the positions.



- Review daily security logs and advise of any inconsistencies, work orders etc.
- Assist customers, maintenance staff and contractors
- Manage green roof private rental schedule and process all requests for use of this space.
- Manage future amenities (ie – conference rooms) that may be added to the asset.
- Prepare meter reading report for accounting
- Maintain customer and vendor contact lists
- Order and facilitate office supplies
- Other duties as assigned

### **Job Requirements:**

- Demonstrated organizational and time management skills
- Strong interpersonal skills
- Detail-oriented and analytical
- Excellent written and in-person communication skills
- Computer proficiency MS Office and Excel

### **Education/Experience:**

- Associates degree preferred
- Three or more years' administrative experience, preferably in property management

### **Work Environment**

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

### **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.

Work is of a general office nature; while performing the duties of this job, the employee is regularly required to talk, hear, and see; required to use arms and hands to reach and handle; typing on computer keyboard and using phone required. Ability to read, understand, and to communicate information and ideas clearly in writing and orally required.

The employee may occasionally need to climb, balance, stoop, kneel, or crouch; and lift and/or move up to 10 pounds.

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