



COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

**JOB TITLE:** Property Manager (PM)  
**DEPARTMENT:** Property Management  
**REPORTS TO:** Director, Property Management (DPM)  
**FLSA STATUS:** Exempt

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### **POSITION SUMMARY**

The Property Manager is responsible for the day-to-day operations of NAI Nashville Stanton Group's (NAINSG) portfolio of properties. The PM supports NAINSG's goals, values, and philosophy by exhibiting the following behaviors: competence, customer service, collaboration, innovation, ownership, leadership, a commitment to excellence and accountability with professional communication, teamwork, and job knowledge.

The PM is responsible for supervising building operations and building maintenance, monitoring accounting and financial control of the properties, and consulting with owners on the objectives of their property. The PM is one of the primary customer service contacts for NAINSG. The PM acts as a liaison between owners, tenants, vendors, and maintenance personnel.

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following but are not limited to:

1. Responsible for day-to-day and long-range professional property management of assigned portfolio of NAINSG managed properties and business owners' associations.
2. Act as back-up for the Tenant Services Coordinator (TSC) when he/she is out by answering phones and greeting/directing visitors.
3. Work with TSC to coordinate tenant communications.
4. Coordinate tenant relations program, including tenant satisfaction surveys, onsite tenant events, etc.
5. Schedule and lead monthly maintenance team meetings.
6. With assistance from TSC, maintain current tenant and owner contacts across all avenues.
7. Work with DPM and Accounting to prepare all annual and long-range operating budgets, as well as annual operating escalation billing.
8. Oversee the operation of assigned portfolio in accordance with the approved budget.
9. Review approved budgets with FOC to schedule approved items/projects accordingly.
10. Monitor all tenant needs, ensuring that TSC and Facility Technician (FT) teams are resolving problems promptly and satisfactory.
11. Schedule, coordinate, and lead Association meetings for assigned portfolio.

12. Administer Work Order system (AppFolio) – includes tenant and employee training, monitoring requests for timeliness and accuracy, billing work orders on a weekly basis.
13. Review and understand all lease documents.
14. Review and approve invoices.
15. Perform site inspections for assigned portfolio. Meet regularly with tenants and FTs to better understand and assess property needs.
16. Act as a decision maker to coordinate resources in response to building maintenance and emergencies. Devise and implement emergency preparedness for properties as required.
17. Obtain, review, and approve vendor proposals/bids in accordance with the approved property budget.
18. Manage all vendors and service contracts in keeping with the approved budgets.
19. Track and update all maintenance inspection items and warranties via “Maintenance Calendar.”
20. Monitor and perform tenant move-in and move-out procedures.
21. Prepare and send new tenant welcome packets and collect new tenant info.
22. Assist FOC and DPM with construction supervision, tenant buildouts, and special projects.
23. Required to respond to 24-hour emergency calls in coordination with FOC and FT.
24. Prepare monthly/quarterly financial variance and operations reports for property owners according to management agreements for assigned portfolio.
25. Assist DPM with reporting insurance claims.
26. Maintain confidentiality of company and client information.
27. React productively to change.
28. Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:** None

**MINIMUM REQUIREMENTS:**

- Minimum 5 years’ experience in commercial property management or complementary fields.
- Associate degree required; Bachelor’s degree preferred.
- Hold RPA or similar real estate management designation, or currently actively pursuing; required to complete within first three years of employment.
- TN Real Estate Affiliate Broker license, or pursuit thereof, required within first year of employment.
- Experience reading and interpreting commercial real estate leases, including all related lease documents.
- Strong in financial and lease administration, and contract and vendor supervision.
- Detail oriented, analytical and computer literate with proficiency in Word, Excel, Adobe and Outlook.
- Organized with ability to multi-task while keeping track of priorities and maintaining big picture focus.
- A proven record of providing excellent internal and external customer service.
- Superior communications skills, both verbal and written.

- Ability to work well with others, take direction and to professionally interface with many different types of vendors, tenants, and owners.

#### **WORK ENVIRONMENT**

Position is in an office setting that involves everyday risks or discomforts requiring normal safety precautions.

**\*\*To inquire about this position, candidates should contact Stacy Klobnak, Director of Property Management – [sklobnak@stantongroupinc.com](mailto:sklobnak@stantongroupinc.com)**