

Brookfield Properties

Title: Property Manager
Region: Nashville, TN
Department: Property Operations
Report to: SVP, Operations

Brookfield Properties is a leading owner, operator and developer of office and multifamily assets. Our signature office properties define the skyline of dynamic cities around the world, including gateway cities in the US such as Houston, Los Angeles, New York, Washington D.C., Denver, San Francisco and Nashville.

Brookfield Properties is currently seeking a Property Manager to manage a high-rise office building in downtown Nashville located within a mixed use development (office, retail, residential). This position is the on-site representative of Brookfield and primary contact for tenants with regard to the daily occupancy, use, repairs, maintenance, security and general well-being of the building.

Job Responsibilities

Tenant Relations – Develops and maintains positive tenant relations by promptly responding in person when necessary or by phone or e-mail to address tenant concerns and requests for property services such as security and cleaning. Clarifies issues, identifies solutions, communicates needs to staff and provides follow up as necessary. Administer periodic meetings with office and retail tenants, incorporating other departments such as marketing, engineering and janitorial.

Monitors receivables for trends of delinquencies. Engage legal department when required.

Management and Leadership – Manage the integrated team consisting of regular Brookfield employees and third party vendors/contractors. Provides assistance and advice to office team on topics related to property operations. Maintains regular training of employees and tenants in emergency evacuation procedures.

Budgets and Planning – Develops property operating and capital budgets. Directs staff to identify departmental needs, then analyzes resulting data and makes recommendations for approval. Controls expenses to budget by reviewing purchases with staff. Monitors monthly financial report to determine net effect of expenses to budget, provides explanation of variances to supervisor, and develops and implements strategies for reconciling variances. Approves property purchase orders, invoices and tenant invoices for payment.

Maintenance and Service – Ensures efficient delivery of services and maintenance of the property. Conducts property inspections on a scheduled basis and provides guidance as necessary. Ensures equipment and building systems are in compliance with all local, state and federal code requirement.

Serves as primary Angus administrator for the property with responsibility for tenant training and monitoring contract employees using Angus to ensure adherence to policies and procedures.

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Service Contracts and Vendors – Ensures efficient delivery of contract services and maintenance of the property by negotiating, coordinating and implementing maintenance contracts under the direction of the SVP, Operations including, but not limited to, security, elevator, janitorial, parking, stone maintenance and trash removal. Develops specifications, solicits and reviews bids, reviews applicable vendor billing for accuracy. Liaison for various vendors including Parking, Security, and Elevators. Conducts inspections and confers with contractors on a regular basis to ensure the highest level of service, efficiency and cost effectiveness.

Construction – Ensures major repairs and capital projects within budget and project plan. Works with construction management and engineering teams to execute projects. Tracks R&M and capital improvement projects and initiates the respective commencement.

Communications – Interfaces with regional departments regarding leasing, budgets, operations, and technical services. Maintains timely reports and communications with the regional office (HOU). Establish and maintain positive communication with leadership in Retail and Residential components of property.

Leasing Operations and Lease Administration – Able to read, interpret, and abstract leases. Reviews leases to provide all landlord required services and generates invoices for additional services. Coordinates, reviews and comments on all tenant alterations, moving, deliveries, outside service providers, and special tenant requests.

Provides staff support to accounting department for lease entry preparation of rent increase and operating cost adjustments, percent rent notices, and promotional fund increases. Compiles and prepares monthly property management reports, including receivables, gross retail sales, stacking plan, operating results, tenant relations, physical plant, cleaning, utilities, security central operators, administration and parking.

Other – Participates in the review or promotional activities, advertising campaigns, and special events. Coordinates and assists with other departments. Completes special projects that may be assigned. Maintains positive work environment. Upholds positive image of Brookfield by participating in real estate organizations, such and IREM and BOMA.

Qualifications

- Bachelor's Degree and minimum of 5 years of experience as a Property Manager of a Commercial Building, preferably a high rise. May accept an equivalent combination of education and experience.
- Possesses a valid Real Estate Salesperson License registered with Tennessee required.
- Experience in building operations, financial operations, leasing, event management, and budgeting.
- Ability to comprehend, analyze, interpret, and abstract leases.
- Strong customer-service skills.
- Proven leadership ability.
- Strong communication skills and demonstrated ability to maintain successful business relations.
- Proficient in Microsoft Office and YARDI strongly desired.
- Ability to work in fast-paced office environment, meet deadlines, and handle multiple projects simultaneously.