



COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

JOB TITLE: Administrative Assistant
DEPARTMENT: Administration
REPORTS TO: Director of Property Management
FLSA STATUS: Non-exempt
DATE PREPARED: DATE August 31, 2020

Responsible for the administrative needs of the office and property management team assuring a high level of professionalism and supports NAI Nashville Stanton Group's (NAINSGI) goals, values, and philosophy by exhibiting the following behaviors: Excellence, quality service, commitment, and accountability. As a member of the NAINSGI team, performance includes demonstration of professional communication, teamwork, and job knowledge.

POSITION SUMMARY

The Administrative Assistant is the frontline customer service contact for the company and at the core of its operating functions. This position involves a broad range of discretionary tasks which require a comprehensive knowledge of the company and departmental procedures, duties and activities. Duties include confidential administrative tasks which require a high degree of skill and accuracy, trust, and confidence. Position requires day-to-day contact with NAINSGI's property owners, tenants and customers that will require a considerable degree of initiative, discretion, and tact. The Administrative Assistant supports the Company through teamwork with all departments. The position also ensures the operation of the office is organized and efficient.

PRIMARY DUTIES AND RESPONSIBILITIES include the following:

1. Welcome guests, tenants, vendors, and owners by greeting in person or on the phone; answer or direct inquiries in a timely manner and initiate oral and written responses. Answer main line and direct as appropriate
2. Pick up, open and sort mail; prepare overnight deliveries and certified mail as needed
3. General scanning and filing for accounting and property management; organize files for storage or destruction
4. Maintain office supply inventory and order as needed/requested
5. Be responsible for copy machine/mail machine/shredder functions and supplies
6. Interface between staff and service providers with phone/internet issues
7. Maintain reception, conference rooms, kitchen, and break room
8. Receive and address all maintenance calls and emails, enter workorders in property management software and direct to Facility Technician's accordingly; assist Property Manager (PM) with weekly close out and billing of workorders
9. Maintain current Certificates of Insurance on all Tenants & Vendors in PM Software
10. Create server files (new property, new tenant, new vendor, etc.)

11. Assist PM with tenant move-ins and move-outs - scheduling walkthroughs, collecting documents
12. Assist PM with maintaining current tenant contact lists (Outlook groups, update PM software as needed, etc.)
13. Assist PM with Owner's Association board and annual meetings; take minutes/notes as directed
14. Assist bookkeepers with preparation of association dues payment books sent to owners annually
15. Assist bookkeepers with entering invoices and data entry, scan deposits and invoices
16. Assist bookkeepers with rent/dues increase notices
17. Assistance with preparation and mailing of 1099's annually
18. Ability to work under pressure as well as the ability to deal with interruptions and other unexpected events.
19. Promote and foster positive relationships with tenants and owners.
20. Maintains confidentiality of company and client information.
21. Reacts productively to change.
22. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES: None

MINIMUM REQUIREMENTS:

- High School diploma/GED equivalent; Associates or Bachelor's degree preferred
- 3+ years of administrative assistant experience
- Advanced knowledge of software applications included Microsoft Office products (word, excel, outlook) and other web-based applications.
- Advanced communication skills are required to initiate oral and written response to inquiries and complete a professional document utilizing basic grammar, spelling, and format skills
- Ability to prioritize work and organize own time in a fast-paced, team-oriented environment.
- Capable of independent judgment when solving problems on own
- Ability to work well with others, take direction and to interface with multiple decision makers in a professional manner
- Strong interpersonal skills
- Proven record of excellent internal and external customer service

WORK ENVIRONMENT

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

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.