



COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

JOB TITLE: Assistant Property Manager
DEPARTMENT: Property Management
REPORTS TO: Director of Property Management
FLSA STATUS: Exempt

The Assistant Property Manager (APM) provides direct support to the Property Management Team including Property Managers and Maintenance staff. The APM assures a high level of professionalism while supporting NAI Nashville Stanton Group's (NAINSG) goals, values, and philosophy by exhibiting the following behaviors: excellence, quality service, commitment, and accountability. As a member of the NAINSG team, performance includes demonstration of professional communication, teamwork, and job knowledge.

POSITION SUMMARY

The APM is the primary customer service contact for the Property Management department and at the foundation 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. The APM is responsible for providing support in all areas of management to include maintenance, property inspections, tenant relations, annual budgeting, risk management, property improvements, collection of certificates of insurance, accounts payables, and various lease administration functions. The APM must possess strong organizational skills and be able to manage multiple priorities at one time.

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

- General Duties:
 - Greets tenants, vendors, and clients visiting the Property Management Team
 - Answers Property Management maintenance phone lines and directs to appropriate party
 - Assists in Property Management Team with scheduling meetings in the conference rooms, ordering
 - Collects and distributes all mail daily; accepts packages and deliveries and distributes accordingly

- Property Management & Lease Administration Duties:
 - Administers the tenant work order system (AppFolio), including dispatching work orders, training tenants and employees, monitoring reports and completion of work, and weekly billing of completed work orders.
 - Responds to all tenant inquires, determines urgency, prepares work orders, and consults with Property Managers as necessary. Follows-up on tenant requests to ensure satisfaction.

- Coordinates vendor maintenance and repair visits to properties; informs tenants and Maintenance Team accordingly
 - Tracks vendor contract expirations and assists Property Managers with contract renewals or terminations
 - Orders all maintenance supplies and equipment as directed by Maintenance Team and Property Managers
 - Maintains and updates the "Maintenance Calendar" with all inspections, meetings, etc.
 - Responsible for managing the lease life cycle process in coordination with the Property Managers and Accounting team
 - Updates tenant and vendor contacts both in AppFolio and email distribution lists
 - Maintains and keeps updated all tenant and vendor certificates of insurance; both in AppFolio and on the Shared Drive
 - Assists in electronically filing all service contracts, leases, administrative files, construction files, etc., creating new files as needed
 - Responsible for delivering tenant notifications as directed by Management, to include rent increase notices, lease renewal reminders, rent commencement letter, etc.
 - Assists Property Managers with maintaining accurate Lease Abstracts, Rent Rolls, Lease Expiration reports, and various other reports and forms as requested
 - Assists Property Managers with Association meetings, to include scheduling, preparation of documents, and recording minutes
 - Assists Property Managers in tenant move-ins and move-outs, including welcome packages, move-out inspection reports, etc.
 - Under the direction of the Property Managers, prepares incident reports and communicates with the insurance company when needed
 - Assists Property Manager with projects as assigned
- Accounting Duties:
 - Assists in obtaining and maintaining all vendor W9 forms
 - Responsible for gathering and emailing invoices to AppFolio on a weekly basis
 - Codes and approves invoices in the accounts payable process in AppFolio
 - Assists Property Managers with annual budgeting
 - Assists Accounting team with tenant billing procedures
 - Assists Accounting team with projects as assigned

JOB QUALIFICATIONS:

- 1 to 3 years of workplace experience in a Property Management setting, Commercial Real Estate knowledge preferred
- High School diploma/GED equivalent; Associates or Bachelor's degree preferred
- Maintain valid driver's license and reliable means of transportation
- Advanced knowledge of software applications including Microsoft Office products (Word, Excel, Outlook) and other web-based applications. Experience with property management software desirable.
- Ability to work under pressure as well as the ability to deal with interruptions and other unexpected events. Reacts productively to change.

- Must be highly organized and possess the ability to manage time and prioritize tasks to make sure all assigned deadlines are met.
- The ideal APM will be able to handle tasks and projects independently and in a timely manner.
- Must be customer focused and have the ability to form and maintain positive working relationships with the tenant base as well as coworkers. Follow up with tenants is key in this position.
- Must have advanced communication skills to initiate oral and written responses to inquiries and complete a professional document utilizing basic grammar, spelling, and formatting skills.
- The employee will maintain a neat and well-groomed professional appearance and uphold a courteous attitude while on the job.
- Capable of independent judgment when solving problems on own
- Willing to pursue certifications in commercial real estate and obtain a Tennessee real estate license.
- Ability to work well in a team-oriented environment, take direction and interface with multiple decision makers in a professional manner
- 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.

****To inquire about this position, candidates should contact Stacy Klobnak, Director of Property Management – sklobnak@stantongroupinc.com**