

"We are a real estate company dedicated to providing superior service and the highest quality projects that consistently exceed our clients' expectations through innovation, team work, creativity and experience."

BLAKE REAL ESTATE, INC.

JOB DESCRIPTION

ASSISTANT BUILDING MANAGER

Primary Purpose of Job:

- Supporting a Building or Property Manager in the overall operations of an assigned building, including tenant services, building maintenance, expense management and contract administration. The Assistant Building Manager must help ensure that their property is maintained and operated in superior fashion so as to ensure the highest possible level of tenant satisfaction and tenant retention while meeting the financial goals of the building owners.

Essential Functions:

Tenant Relations

- Maintain excellent tenant and building owner relations. With the Building Manager, regularly meet with tenant contacts to ensure expectations are being met and issues are identified and addressed in a timely, courteous and constructive manner.
- Coordinate tenant relations activities in accordance with policies and approved budget.
- Coordinate tenant requests for additional services, including initiation, tracking, and close-out of all related work orders.
- Coordinate tenant move-ins and move-outs.
- Enter and/or track all service requests, respond quickly to tenant concerns and questions, take prompt action to resolve problems

Financial Management

- Assist in the preparation of the annual operating and capital budgets.
- Assist in reviewing monthly financial statements and drafting the monthly activities report, including variance notes.
- Participate in quarterly budget and operations reviews with senior management to review and discuss actual costs and variances, review status of ongoing projects and reforecast or adjust future periods as necessary.
- Review, code and enter invoices into the Nexus payable system.
- Ensure that all rent, tax and expense recovery, service request and other billings are issued by the accounting group in a timely and accurate fashion.
- Closely monitor A/R and assist in collection efforts.

Administration

- Be knowledgeable of the terms, conditions, and requirements of each lease and be responsible for ensuring that both the tenant and landlord obligations are met. Maintain accurate of on-site lease files, if any.
- Maintain tenant and vendor files, tenant contact list, tenant service call records, logs and files for special projects, petty cash records, environmental management, key control, emergency plans, incident reports, utility reimbursements, miscellaneous tenant claims, insurance claims, insurance certificates, certificates of occupancy and other building records as necessary.
- Coordinate with the leasing group to ensure any vacant or available space is maintained in secured and marketable condition at all times.
- Assist the Building Manager in bidding, negotiating and administering all contracts and purchase orders for appropriate services in conjunction with property management contract, purchasing and operating procedures.
- Assist in instituting and administering policies and procedures established by the Company.
- Support all business lines provided by Blake Real Estate, Inc., including leasing, acquisitions, and development.

Operations

- Assist the Building Manager in supervising the Building Staff, including assigned engineering personnel, to ensure that day-to-day operations of the building are in keeping with Blake Real Estate standards.

- Inspect all areas of the property regularly in order to maintain the highest quality facility.
- Work with the Building Manager, the site engineering staff and others as required to plan, schedule and monitor all preventative maintenance programs.
- Support the Building Manager in coordinating with the project management team and/or others to manage construction and capital projects to ensure that alterations are performed in accordance with building standards, approved drawings and building code requirements. Ensure that all types of work that may disturb or inconvenience tenants and/or buildings operations are mitigated or, when necessary, rescheduled to before or after normal working hours.
- Keep updated and help implement a complete emergency plan for the building at least quarterly, or sooner if dictated by change in personnel or circumstances.
- Participate in training and rehearsal of emergency procedures with building staff and tenant representatives as necessary, including the conduct of at least one evacuation drill annually.
- In the absence of the Building Manager, direct responses to any emergencies in a manner that not only conveys confidence in both the staff and tenants, but also results in a minimum amount of damage inconvenience, injury or damage to persons, equipment and property.
- Implement proper reporting procedures when any accident or irregular incident, such as theft or other security breach, occurs. Follow up with proper dispatching of these reports to appropriate sources.

Other Functions:

- Represent Blake Real Estate, Inc. by participating in AOBA, BOMA, BID, CREW and other organizations.
- Pursue employee development objectives recommended by the Building or Property Manager, the Senior Property Manager and the Vice President, Property Management.
- Perform other duties as assigned.

Requirements and Qualifications:

- Undergraduate degree preferred.
- Minimum of 2 years direct, hands-on experience in property management.
- Sense of ownership and urgency; driven by customer satisfaction/customer service
- Self-starter who is a team player eager to learn how to motivate and lead a diverse group of employees.
- Capable of solving problems in a quick but considered way; able to work independently and under pressure.
- Good computer skills necessary, including Excel, Word and property management software such as MRI.

Physical Requirements:

- Regularly required to stand, walk, reach and use arms to perform tasks
- Regularly required to talk and hear and occasionally required to taste and smell
- Frequently required to sit, stoop, crouch, kneel, crawl, balance and climb stairs & ladders
- Specific vision abilities include close vision, distance vision, color vision and depth perception
- Involves movement between departments, buildings, and floors to facilitate work.

Internal and External Contacts:

This position interacts extensively with tenants, vendors, and contractors, as well other employees within Blake Real Estate.

Reporting Structure:

The Assistant Building Manager will receive supervision and direction from a Building or Property Manager or in some instances from a Senior Property Manager.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential function in a satisfactory manner. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.