

## Overview

When you join Hines, you will work alongside innovative leaders who set the standards responsible for our reputation as an industry leader today, and you'll be a part of shaping our future in the years to come.

## Responsibilities

As a Tenant Services Coordinator with Hines, you will coordinate the day-to-day delivery of property services to the tenants while emphasizing a positive response to tenant concerns. Responsibilities include, but are not limited to:

- Accounts Payable: Upload invoices and link purchase orders in Nexus. Follow up on unpaid invoices and outstanding purchase orders.
- Accounts Receivable: Assist Property Manager and Project Accountant on collection efforts for tenant receivables.
- Reception Coverage: Answer phones and greet guests during Staff Assistant's lunch hours, breaks, sick and vacation coverage, manage office inventory, mail, courier, admin support to team members, expense reports, filing system.
- Conference Centre: Manages bookings, coordinates meeting requests, manages inventory and processes credits/billings.
- Database Management: Manage and maintain databases for Aware Work Order System (tenants, contractors, vendors, suppliers), VTS Rise Tenant Experience App, Send Word Now, WPS Evac app (fire wardens, persons requiring assistance), building website, elevator screens and tenant contact lists.
- Tenant Relationship Meetings: Coordinate tenant meeting bookings and complete meeting minutes with follow up of action items.
- Vendor Relationship Meetings: Coordinate vendor meeting bookings and complete meeting minutes with follow up of action items.
- Insurance: Upload insurance certificates and WCB letters in system, manage database, communicate required information from tenants, contractors and vendors.
- Parking: Assist in parking agreements, audits, database and coordination with Parking Manager.
- Storage: Assist in storage agreements, audits, database and coordination with Assistant Property Manager.
- Building Manuals: Coordinate live updates to tenant manual, design/construction manual, loading dock manual
- Tenant Move Ins and Move Outs: Coordinates Tenant move-in/outs, facilitates completion of any punch list items, and distributes checklist to management team.
- Building Events: Coordinates lobby exhibits, special events, special programs, holiday events, tenant breakfasts, gifts, and promotions.
- Tenant Connect Meetings: Assist with planning, organizing and coordinating quarterly tenant meetings.
- Tenant Communications: Assists in developing, producing, and distributing building communications. Responsible for all typing related to Tenant Services Coordinator's job, including: key transmittal letters; tenant mailing and notifications (e.g. common area building projects).
- Aware Work Order System: Follows-up on daily tenant service requests (e.g. service calls and special service requests).
- Complies with all written Hines GS and regional company policies.
- Acts as a team member with all employees of the management staff.
- Carries out other duties as assigned by Assistant Property Manager, Property Manager and General Manager.

## Qualifications

Minimum Requirements include:

- Bachelor's degree or currently enrolled and two years completed, from an accredited institution.
- Two or more years of management experience in customer service or relations.
- Good interpersonal skills.
- Maintains calm demeanor in emergency situations.
- Establishes a cooperative working atmosphere among staff.
- Exchanges ideas, information and opinions with Staff and Property Management to formulate policies and programs and/or arrive jointly at decisions, conclusions, or solutions.
- Ability to converse with all levels of tenants.
- Ability to understand and read newspapers, periodicals, journals, manuals to remain conversational and knowledgeable of local news and events.
- Ability to operate personal computer.
- Ability to talk/answer telephone.
- Ability to visually inspect building.
- Ability to meet highest attendance requirements and punctuality requirements.
- Ability to detect emergency alarms – auditory and/or visual.
- Ability to rearrange the configuration of lobby planters by pushing boxes to various locations in lobby. Ability to arrange holiday decorations, set up tables/flowers/food for special events.
- Ability to make aesthetic decisions based on visual perception.
- Ability to drive and walk to various locations to purchase needed supplies and materials for special events and presentations.

Hines is a global real estate investment, development and property manager. The firm was founded by Gerald D. Hines in 1957 and now operates in 28 countries. We manage a \$92.3B<sup>1</sup> portfolio of high-performing assets across residential, logistics, retail, office and mixed-use strategies. Our local teams serve 634 properties totaling over 225 million square feet globally. We are committed to a net zero carbon target by 2040 without buying offsets. To learn more about Hines, visit [www.hines.com](http://www.hines.com) and follow @Hines on social media. <sup>1</sup>Includes both the global Hines organization as well as RIA AUM as of June 30, 2022.

*We are an equal opportunity employer and support workforce diversity.*

*No calls or emails from third parties at this time please.*

**Link to Apply:** <https://careers-hines.icims.com/jobs/10427/tenant-services-coordinator/job?mode=view>