

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 an Assistant Property Manager with Hines, you will assist the General Manager and Property Manager in providing reliable, timely, and efficient day-to-day management of the property, with an emphasis on interfacing with various external service providers and positive response to tenant concerns, while meeting the investment objectives of the owners. Additionally, this role facilitates continuous improvement in commercial office systems and procedures to ensure an efficient and productive operating environment. Responsibilities include, but are not limited to:

- Customer Service: Deliver excellent service to tenants by establishing and maintaining professional working relationships with tenants, resolving tenant inquiries in a timely manner and enhancing the overall tenant experiences at the property.
- Accounts Payable: Generate and manage purchase orders for good and services, follow up with vendors, contractors and suppliers on invoice submissions.
- Accounts Receivable: Support Tenant Services Coordinator and Accounting in collection efforts for tenant receivables.
- Contract Management: Assist with the administration of property service contracts and vendor management of activities related to the physical operation of the property.
- Work Orders: Maintain quality building premises by administering and monitoring "AWARE" (tenant service request system) for completion of tenant work orders and preventative maintenance tasks.
- Budget Management: Assist in managing fiscal activities of the property including, but not limited to accounting, operations analysis, budget preparation and management, business and financial planning.
- Vendor Relationship Meetings: Attend, participate and follow up on actions items for vendor meeting meetings.
- Tenant Connect Meetings: Attend, participate and assist with planning, organizing and coordinating quarterly tenant meetings.
- Insurance: Manage insurance certificates and WCB letters in system, manage database, communicate required information from tenants, contractors and vendors.
- Parking: Manage parking agreements, audits, database and coordination with Parking Manager.
- Storage: Manage storage agreements, audits, database and coordination with Tenant Services Coordinator.
- Tenant Move Ins and Move Outs: Manage Tenant move-in/outs, facilitates completion of any punch list items, and completion of checklist.
- Building Manuals: Ensure updates are being completed for the tenant information manual, design/construction manual, loading dock manual and emergency procedures manual.
- Tenant Communication: Develop tenant building communications for each department.
- Emergency Management: Assist with all property emergency procedures, database, exercises, training and response.
- Develop and maintain ethical, professional, and courteous relations with contractors and tenants.
- Comply with all company and regional policies.
- Carries out other duties as assigned by the Property Manager, Security Manager and General Manager.

Qualifications

Minimum Requirements include:

- Bachelor's degree in business administration or related field from an accredited institution or related field
- Two or more years professional work experience, with supervisory experience strongly preferred.
- Continuing involvement with professional organizations such as BOMA, NAOIP, REALPAC.
- Budgetary experience; specifically, procedures for expenses/revenues.
- Interact with employees, visitors and contractors with poise and diplomacy.
- Maintain a calm demeanor in emergencies.
- Possess strong written and verbal communication skills Speak before an audience with confidence, using appropriate communication skills/style.
- Demonstrate strong initiative and customer service orientation.
- Establish and maintain a cooperative working atmosphere among staff.
- Exchange ideas, information, and opinions with others to formulate policies and programs and/or arrive jointly at decisions, conclusions, or solutions.
- Understand basic financial management; perform numerical and financial calculations.
- Analyze and interpret various types of data in order to draw conclusions and solve problems.
- Demonstrate proficiency in Microsoft Office software.
- Supports teamwork environment with positive and professional attitude.
- Open to learning, developing new skills/knowledge.
- Focuses on results: anticipates problems, identifies solutions, takes action.
- Understands all aspects of job - impact on business goals.
- Proactively assesses, responds to workflow deficiency.
- Goes the "extra mile" to understand and respond to tenant/customer needs.
- Flexibility to changing work conditions including interruptions and multi-tasking ability.
- Behaves and makes decisions that support property goals/objectives.
- Strong written and verbal communication skills.
- Ability to work independently and under pressure, deal with deadlines.
- Demonstrates integrity in decision making, listening, treatment of others.

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 \$92.3B¹ 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 and follow @Hines on social media. ¹Includes 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/10641/assistant-property-manager/job?mode=view>