

Commercial Property Manager

Summary

The Commercial Property Manager is responsible for the financial and operational success of assigned commercial properties (office, industrial, and retail) by controlling costs and budgets, maintaining excellent tenant relations, and maximizing the potential of each property through quality control and operations management. Key responsibilities include the oversight, development, and execution of property budgets; maintaining tenant relations; property maintenance; rent collection; reporting; tenant improvement activities; general leasing activities; lease administration; and renewal activities. Visiting the assigned properties on a regular basis is expected in this position.

Job Responsibilities (responsibilities may include but are not limited to the following)

- Under direction from the Vice President of Commercial Property Management, develop and maintain detailed project budgets, projections, and analysis for each upcoming fiscal period for every commercial building under the Commercial Property Manager's responsibility
- Develop a three-year capital expense plan that details the capital expenses required during the annual budget year and for the next two years to achieve the goals and objectives of the owner
- Review and consult with the Vice President of Commercial Property Management and the Commercial Leasing team on potential lease transactions as compared to budget for each building as space becomes available for rent or renewal
- Prepare and/or review annual operating expense reconciliations and estimated expense obligations and communicate with tenants regarding them.
- Manage and control all operating contracts for each building; ensure the operating expenses are within budget
- Prepare annual budgets for assigned properties
- Prepare and submit the monthly financial report review with detailed variance explanations
- Supervise and direct onsite maintenance contractors and personnel to maintain the property's long-term value; focus on continually adding value to the asset
- Coordinate and manage timely professional responses to tenant issues; maintain records of each issue and response
- Maintain each assigned property in first-class condition, including grounds and common areas, in accordance with the owner's and the company's established standards
- Conduct a thorough weekly inspection of each assigned property to: 1) determine if the goals established by the owner are being achieved and, if not, what corrective action is required to ensure goal compliance; 2) assess the remedial maintenance required to mitigate ordinary wear and tear; and 3) evaluate the performance and status of all contractors/vendors contracted to work at the property
- Prepare and submit a weekly inspection report to the Vice President of Commercial Property Management on the condition of each property
- Regularly inspect vacant units to ensure they show well to prospective tenants
- Each month transmit to the owner a financial report that includes the package of statements generated for the property, including an explanation of the status of significant variance to the budget
- Work with the Vice President of Commercial Property Management to establish and implement collection procedures to be applied, as needed, for delinquent tenants
- Actively manage tenant accounts receivable rent collections and monthly sales reports for applicable tenants; assist with legal proceedings and evictions as needed
- Read, understand, and administer all leases/agreements; abstract leases, as assigned
- Review and approve property invoices
- Maintain excellent tenant and vendor relations
- Point of contact for building emergencies and with local authorities (police, fire, EMS, building inspectors)
- Ensure the highest level of curb appeal and building condition in accordance with the owner's and the company's established standards
- Perform other duties as assigned

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Performance Objectives (objectives include but are not limited to the following)

- The 7 Core Values that Crawford Hoying has established to maintain its desired culture
- Leadership and accountability
- Flexibility and effectiveness when interacting with tenants, vendors, and coworkers
- Customer service feedback
- Asset net operating income
- Strategic approach to problem-solving and troubleshooting
- Timeliness and transactional accuracy

Preferred Knowledge, Skills, Education, and Experience

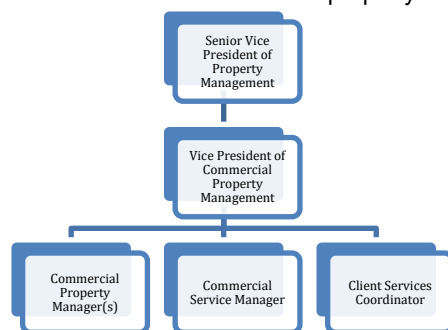
- A minimum of 3-5 years of true property management experience
- Bachelor’s degree in related business field (preferred)
- A valid real estate license, or working toward one
- IREM CPM or BOMA RPA certification, or working toward one
- An understanding of accounting principles and budget processes
- Strong analytical, organizational, problem-solving, and multitasking skills
- Proficiency with Microsoft Office products
- Excellent verbal and written communication skills
- A sense of urgency and responsiveness when following up on matters
- Exceptional customer service and an ability to develop a rapport with people
- An ability to effectively interface across all departments
- Negotiation and conflict-resolution skills
- Ability to give clear direction and respond to inquiries
- Project management skills, including planning, organizing, and coordinating tasks
- Valid driver’s license

Work Environment

The Commercial Property Manager travels to their assigned assets and interfaces with external and internal customers, tenants, employees, and vendors on a regular basis. Work hours are typically 8:00 am to 5:00 pm. This employee may need to work weekends (Saturday and/or Sunday) from time to time, based on needs, and must be available to work after hours, as needed.

Reporting Structure

The Commercial Property Manager reports to the Vice President of Commercial Property Management and may indirectly oversee a variety of positions related to commercial or mixed-use property management.



Physical Requirements

This employee’s physical condition and performance must be sufficient for the consistent and successful completion of the responsibilities and professional standards defined for this position. This position frequently requires standing, walking, sitting, reaching with hands and arms, stooping, kneeling, crouching, or crawling, and may require lifting and/or moving up to 25 pounds. The Commercial Property Manager is required to drive during the course of their day.

**If you are interested in applying for this position,
please email your resume to hr@crawfordhoying.com.**

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