

Commercial Tenant Specialist (Bridge Park)

Summary

The Commercial Tenant Specialist creates and maintains a positive experience for tenants by acting as a liaison between the Commercial Tenant Manager, the owner, and the tenant. This role works within Bridge Park's property management team to perform professional duties to support tenant services; to coordinate assigned activities with other divisions, departments, and local city groups; and to provide support to the Commercial Leasing team. The Commercial Tenant Specialist is expected to attend Bridge Park events as needed.

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

Commercial Tenant Oversight

- Manage Bridge Park commercial tenant relationships from draft LOI through onboarding and stabilization
- Work closely with the Commercial Leasing team and the Tenant Improvement Manager to ensure a smooth onboarding experience for all new tenants
- Maintain excellent relationships with vendors, consultants, local officials, and internal and external customers
- Review monthly financial and variance report explanations and provide feedback to the Commercial Tenant Manager and the Community Services team
- Support the Commercial Tenant Manager in developing and maintaining commercial property budgets, projections, and analysis for each upcoming fiscal period for all commercial entities at Bridge Park
- Actively support the Community Services team to manage the collection of tenant sales reports in compliance with NCA charges
- Read and understand all leases/agreements and abstract leases as assigned
- Regularly perform property walks of all commercial spaces, including vacant spaces, to ensure that they are ready to show prospective tenants; notify the facilities team if grounds and common areas do not meet established standards

General

- Respond to and collaborate with peers in a timely and supportive manner
- Identify patterns and problem areas and make recommendations on areas of improvement
- Effectively prepare for meetings (e.g., create an agenda, provide work product and reading materials, create a collaborative discussion environment, assign and follow up on tasks)
- Conduct all duties in accordance with company Fair Housing regulations, employment law, the Fair Credit Reporting Act, EPA and OSHA regulations, and all other laws pertaining to residential property management
- Perform other duties and special projects as assigned

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
- Ownership and accountability
- Results-oriented attitude
- Consistent, quality work
- Flexibility and effectiveness when interacting with tenants, vendors, residents, and coworkers
- Timeliness and transactional accuracy
- Strategic approach to problem solving and troubleshooting
- Positive, team-player attitude
- Excellent customer service skills

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Preferred Knowledge, Skills, Education, and Experience

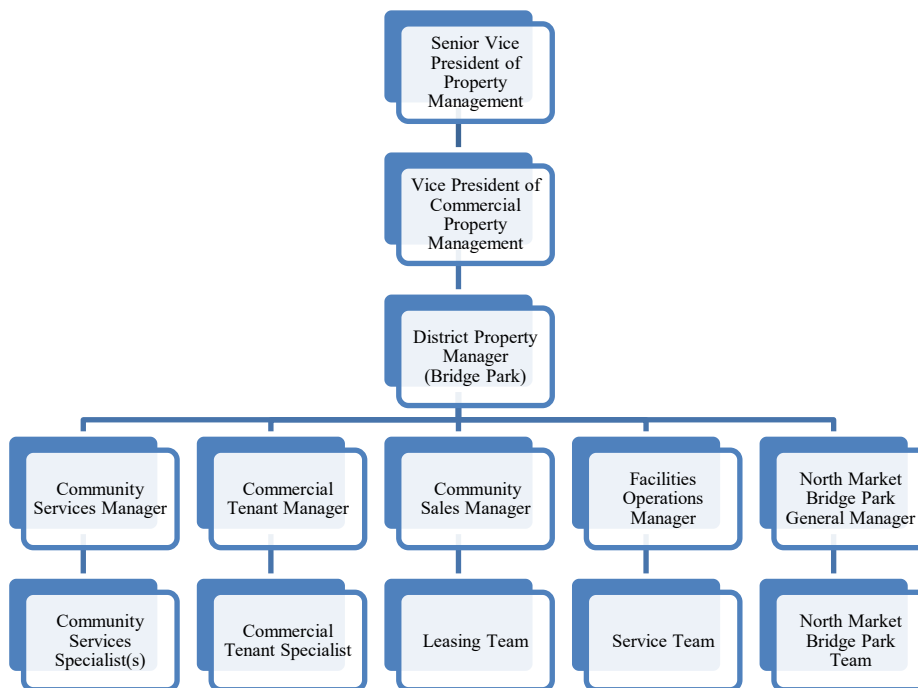
- A minimum of 1-2 years of property management experience, preferably residential and commercial
- An understanding of accounting principles and budget process
- Analytical, organizational, problem solving, and multitasking skills
- Proficiency with Microsoft Office products
- Excellent verbal and written 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
- Ability to give clear direction and respond to inquiries
- Valid driver's license

Work Environment

The Commercial Tenant Specialist interfaces with external and internal customers, tenants, residents, employees, and vendors on a regular basis. Core work hours are 8:00 am to 5:00 pm. This employee may need to work weekends (Saturday and/or Sunday) from time to time and must be available to work after hours as needed. This position is expected to attend Bridge Park events when necessary.

Reporting Structure

The Commercial Tenant Specialist reports to the Commercial Tenant Manager.



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. This individual 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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