

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 property manager, the owner, and the tenant. This role works within Bridge Park's property management function to perform professional duties to support tenant services; to coordinate assigned activities with other divisions, departments, and local city groups; and to provide analytical support to the Commercial Leasing team. The Commercial Tenant Specialist is expected to attend Bridge Park commercial events whenever possible.

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

Bridge Park

- 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 smooth onboarding for all new tenants to Bridge Park
- Provide support to the Commercial Leasing team in identifying prospective commercial tenants
- In collaboration with the Commercial Leasing team, assist in the management of the existing leased portfolio and communication to secure renewals and extensions of existing tenant leases
- Maintain excellent relationships with vendors, consultants, local officials, and internal and external customers
- Review monthly financial reports and variance explanations, and provide feedback to the Community Services Specialist
- Communicate with tenants about annual operating expense reconciliations and estimated expense obligations
- Support the Mixed-Use Community Manager in developing and maintaining detailed project budgets, projections, and analysis for each upcoming fiscal period for commercial buildings at Bridge Park
- Actively support the Community Services Specialist to manage the monthly collection of tenant sales reports and compliance with NCA charges
- Read, understand, and administer all leases/agreements and abstract leases as assigned
- In collaboration with the Mixed-Use Community Manager and the Commercial Leasing team, review potential lease transactions as compared to budget for each building as space becomes available
- Provide support to the Mixed-Used Community Manager and Community Services Specialist on collection procedures for delinquent tenants
- Ensure each assigned property is in first-class condition, including grounds and common areas, in accordance with the owner's and the company's established standards
- Assist with legal proceedings and evictions as needed
- Regularly inspect vacant units to ensure they show well to prospective tenants

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)
- Assist with legal proceedings and evictions as needed – both residential and commercial
- 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 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
- Leadership and accountability
- Flexibility and effectiveness when interacting with tenants, vendors, and coworkers
- Customer service feedback
- Strategic approach to problem-solving and troubleshooting
- Timeliness and transactional accuracy

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Preferred Knowledge, Skills, Education, and Experience

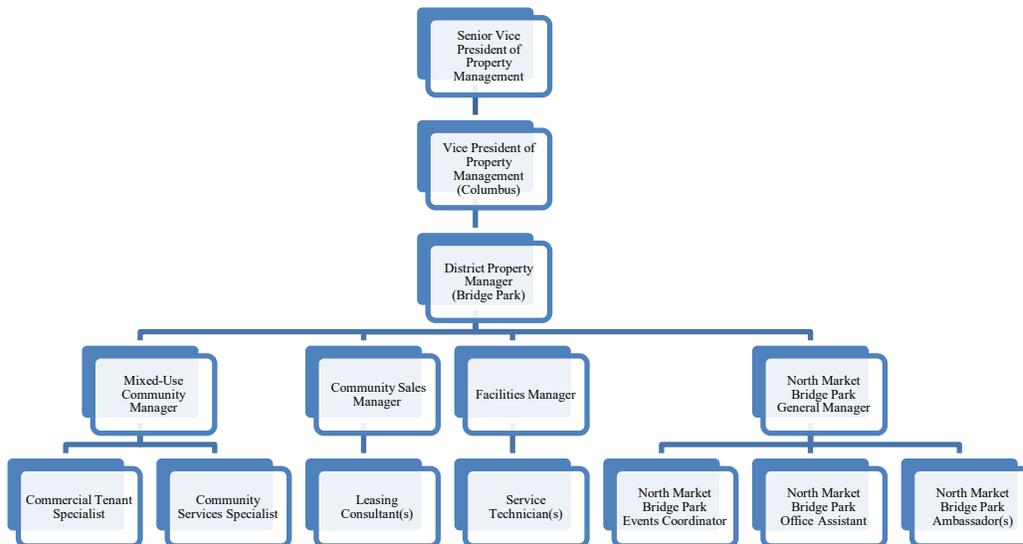
- A minimum of 2 years of commercial property management or operations experience
- Bachelor's degree in related business field (preferred)
- A valid Ohio real estate license, or be working toward one
- IREM CPM or BOMA RPA certification, or working toward one (preferred)
- An understanding of accounting 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
- An 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 Tenant Specialist 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 extended hours or weekends in the event of emergency issues at the property.

Reporting Structure

The Commercial Tenant Specialist reports to the Mixed-Use Community Manager at Bridge Park.



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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