

WRIGHT RUNSTAD & COMPANY
SENIOR PROPERTY MANAGER – THE SPRING DISTRICT

POSITION TITLE

Senior Property Manager

ACCOUNTABLE TO

Senior Vice President - Property Management

SCOPE OF RESPONSIBILITIES

The Senior Property Manager serves as a liaison between the owners and tenants and serves as the company key property management representative for its portfolio assignments. This assignment primarily includes the growing new Bellevue neighborhood, The Spring District and will initially include two single-tenant office buildings currently under construction, the Global Information Exchange Building, a 3-story retail and office building currently under construction and leading the management of the neighborhood owners association.

The position supervises and takes responsibility for the operation and maintenance of the portfolio in an efficient and effective manner, ensuring that income is maximized and expenses are managed and controlled while ensuring a high level of tenant satisfaction. Working with owners and tenants to understand their goals, objectives, requirements and expectations, the Senior Property Manager ensures the asset is managed to the highest levels possible in accordance with the best standards of the industry.

BASIC DUTIES AND RESPONSIBILITIES

- Perform all functions as prescribed in the Management Agreements with particular care given to limits of authority and ownership notification requirements.
- Hire and train all on-site staff, including vendors, if appropriate, in service standards and Management Agreement requirements.
- Obtain and maintain economical and efficient service contracts for routine maintenance of the building.
- Establish and maintain current emergency and disaster recovery procedures specific to building.
- Evaluate all maintenance procedures, equipment and products to ensure that they are the most economical and efficient methods for accomplishing the job.
- Establish and maintain a preventive maintenance program.
- Determine necessary capital expenditures and make recommendations to owners.
- Administer and act upon all maintenance problems.
- Take adequate security measures to ensure the safety of tenants and building.
- Perform routine and thorough inspections of the building. Take action to remedy any appearance, maintenance or risk management deficiencies.
- Ensure that building staff follows up promptly on maintenance requests initiated by tenants.
- Inventory all equipment and supplies of the building. Maintain warranty files.
- Evaluate vendors to assure quality control and make (or recommend) changes when necessary.
- Manage parking operations; ensure market surveys are being completed and implementing rate increases as appropriate; understand trends affecting parking revenues.

Tenant Relations

- Establish and maintain a sound tenant relations program.
- Coordinate all tenant move-ins and move-outs to eliminate unnecessary disruptions to tenants.
- Meet with tenants on a regular basis; create goodwill and maintain a positive relationship.
- Respond rapidly and professionally to tenant requests.
- Obtain approvals as needed, and as determined by common sense, in accordance with company's standard procedures and Management Agreement.

Owner Relations

- Understand and comply with terms of the Management Agreement.
- Respond rapidly to owner's requests.
- Prepare monthly and quarterly reports to owners, ensure accuracy and timeliness.
- Coordinate meetings with owner(s), prepare agenda, record minutes of the meetings and keep a file of the minutes.

Financial Reporting

- Ensure that property and tenant information is updated in accounting system.
- Ensure rental payments are made when due; follow collection procedures (late fees, letters, phone calls) as approved by building owner.
- Lead the preparation of the annual budget including income, operating expenses, capital expenditures and debt service. Complete the Executive Summary section of the budget and any other supplemental information necessary to adequately address assumptions, changes, projects, etc. Lead the budget presentation to the building owner.
- Adjust all variable operating expense charges to tenants on an annual basis.
- Comply with all property loan document requirements and track their conditions and covenants.
- Prepare payables for accounting, using established coding procedures.
- Ensure that accountant or third party vendor as applicable enters all critical new or renewal tenant information into accounting system including rent increases.
- Control expenditures on property to conform to ownership objectives.
- Design systems to reduce operating expenses.
- Ensure that management fees billed to owner are correct.
- Complete operating expense reconciliation at the end of each year and bill tenants for overages or credits.

Administrative

- Maintain all files pertaining to the building in an orderly and consistent manner.
- Maintain tickler file system on tenant and vendor certificates of insurance.
- Maintain all notebooks pertaining to the building in an orderly and consistent manner.

- Ensure that the Property Administrator is maintaining current Certificates of Insurance for all tenants and vendors, and that coverage is in accordance with their lease / contract.
- Review incident reports on a daily basis, review incident trends and develop plans to mitigate identified risks.
- Report all property damage and liability incidents to the insurance provider utilizing standard forms and procedures. Maintain detailed hard copy documentation of all correspondence.

Energy & Environmental Stewardship

- Adhere to energy management objectives and LEED certification policies by performing all duties in a manner consistent with sound environmental stewardship/energy management practices.
- Operate the building(s) at all times in a code-compliant manner that maximizes energy efficiency while maintaining tenant comfort and equipment reliability, striving to balance goals for energy management with cost effectiveness.
- Monitor energy consumption and implement procedures or operational changes to achieve optimal energy consuming strategies. Actively support programs on energy management and work with engineers on training programs.
- Report quarterly on changes in tenant trends and expectations, new technologies being utilized, governmental regulations and competitive buildings in the market seeking Energy Star ratings or LEED certifications.
- Ensure that the Chief Engineer is entering building occupancy, utility consumption and costs into required systems such as Energy Star and the company standard utility summary workbook.
- Work with tenants to reduce their plug load, such as turning off office equipment when not in use and installing power management features like low energy screen savers.
- Support general building services such as the recycling and composting programs and other sustainability initiatives. Encourage tenants and vendors to reduce their contribution to the non-recyclable waste stream.
- Participate in and demonstrate company leadership at energy and environmental stewardship related events sponsored by professional organizations and utility companies.

Marketing and Leasing

- Support Leasing representatives in negotiation of leases, renewals, expansions and relocations.
- Maintain familiarity with business demands and future requirements of current tenants.
- Ensure showability of all vacant spaces; recommend space improvements that may be necessary to improve leasability.
- Ensure tenant improvements for existing and new tenants are properly coordinated to ensure timely completion within budgets.
- Ensure smoothly coordinated move-in and move-out of tenants, including inspections and orientation sessions.

Other

- Other duties as necessary to conform to ownership requirements, performance standards, and to the needs of the building and its tenants.
- Leasing responsibilities as directed.
- Lead and participate fully in company operations initiatives and community relations efforts.

SUPERVISION EXERCISED

Supervision is exercised over a Chief Engineer(s) and onsite property management teams consisting of administrative and engineering staff members. The position is likely to manage a total of 9-12 employees directly or indirectly.

KNOWLEDGE AND SKILLS REQUIRED

The position requires an understanding of business and marketing with some knowledge of accounting methods, commercial law, real estate, and personnel relations. Some understanding of architecture, mechanical engineering, project management and interior space planning is also desirable. Good bookkeeping and administrative skills. Desire to continuously increase knowledge of real estate and property management business. Ability to perform under pressure. Ability to perform a multitude of tasks and maintain a sense of priorities. Computer literacy in Excel, Word and use of some property management or facility management software system. Ability to work well with people from all professions.

Chief among interpersonal skills is the ability to work well with others in all aspects of the position. Other attributes include orientation to detail, thoroughness, analytical skill and the ability to make thoughtful decisions. A Senior Property Manager must be sales-oriented, persistent, diplomatic, tactful and sincere.

A Senior Property Manager must be able to perceive and creatively respond to any problem, whether it is in owner relations, financial management, maintenance and tenant relations.

EDUCATION AND EXPERIENCE

A bachelor's degree in Real Estate, Business Administration, Finance, Engineering, Architecture, Planning or related field is desirable. A state of Washington real estate license is required and professional designations such as RPA, CCIM or CPM are very desirable. A minimum of eight years' work experience in commercial property management, related business management, marketing or engineering is also required. Work experience must include supervision of direct report employees.