



Human Resources

POSITION TITLE:	Tenant Engagement Coordinator	EXEMPT/NON-EXEMPT:	Exempt
REPORTS TO:	General Manager	DEPARTMENT:	Real Estate Management
HRMS JOB TITLE:		DATE REVISED:	October 2021

JOB SUMMARY

PURPOSE:

Creates and maintains value in real property consistent with the owner's objectives. Provides administrative support to real estate management operations and oversees the property tenant engagement initiatives and social media accounts.

SCOPE:

This position assists in a team environment and must be self-motivated to meet or exceed internal and external customer needs. In addition to general day to day administrative day to day duties, this position oversees the philanthropic and various other tenant engagement opportunities, not limited to monthly seminars, holiday events and social media coverage. Demonstrates a clear understanding of property management processes, procedures and guidelines.

WORKING RELATIONSHIPS:

Team may include the building engineering staff, Ryan office support staff such as Real Estate Administrator, Real Estate Coordinator, or Senior Real Estate Coordinator and their manager which could be Real Estate Manager, Sr. Real Estate Manager or General Manager. Tenant Engagement Coordinator's external customers are primarily building tenants as well as vendors and subcontractors used in the day-to-day functions, maintenance and repair of building.

JOB DETAILS

MAJOR TASKS/DUTIES, ESSENTIAL RESPONSIBILITIES, AND ACCOUNTABILITIES ASSOCIATED WITH THE ROLE:

- Process property invoices on a regular basis for manager approval; preparation includes checking math, inserting vendor and account code information, copying and filing
- Process monthly rent statements and submit to tenants as required
- Track parking ramp, utility and supply usage amounts on a weekly/monthly basis
- Maintain and update Certificates of Insurance for service vendors and tenants
- Track and help manage delinquent rent statements in cooperation with team member(s) monthly
- General administrative duties as required by team/department
- Coordinate tenant service requests
- Assist in implementing tenant relationship plans
- Manage and oversee the social media accounts for the property
- Manage and oversee the assigned property's philanthropic events
- Manage and oversee the assigned property's tenant seminars
- Manage and oversee the assigned property's building-wide events



Human Resources

- Oversee the building engineering work order monthly closures
- Building conference room scheduling and A/V support
- Building security systems oversight
- Manages relationships with building principals with a focus on tenant satisfaction and lease renewal
- Clearly document excellence and insufficiencies regarding the building/asset including vendors and subcontractors
- Assist the Property Manager to ensure vacancy and common area and lobby aesthetics are maintained.

CANDIDATE REQUIREMENTS:

EXPERIENCE, KNOWLEDGE, SKILLS, EDUCATION AND ABILITIES – REQUIRED OR PREFERRED – TO BE SUCCESSFUL:

- Effectively uses excellent customer service in all business relationships
- Strong verbal and written communication skills
- Strong organizational skills; ability to maintain a property filing system
- Working knowledge of office processes and equipment
- Good verbal and written communications skills
- Must be self-motivated and able to work independently and within a team environment
- Ability to monitor accountability from staff, vendors and suppliers
- Effectively manage the aesthetic and operational aspects of an asset
- Some knowledge of property management terminology and processes is preferred

COMPETENCIES PROFILE

TRAITS, BEHAVIORS AND APPROACH THAT INCREASE CANDIDATE SUCCESS AND ALIGNS TO RYAN VALUES: EXCELLENCE, SAFETY, RESPECT, INTEGRITY, FAMILY, STEWARDSHIP AND FUN.

- Willingly assist team for a positive, successful relationship with building owner and tenants
- Maintain and organize property files
- Provide excellent customer service to internal and external customers
- Can answer basic property-related questions
- Meet or exceed internal and external customer expectations on a daily basis is required
- Communicates effectively to internal and external customers
- Takes a lead role in creation and successful implementation of client relationship plan
- Represent Ryan in trade organizations and industry
- Competent computer skills
- Willingly take on additional responsibilities as become available
- Must be reliable and self-motivated to work independently
- Must be able to successfully work on a team

BACKGROUND EXPERIENCES

RELEVANT EXPERIENCES – PREFERRED OR REQUIRED – TO BE SUCCESSFUL IN THIS ROLE.

- Minimum two years experience in fast-paced office environment



Human Resources

- Minimum two years' experience in property management is preferred
- Working knowledge of Microsoft Office Suite including Access
- Working knowledge of Instagram, Facebook, Twitter, LinkedIn and others as necessary
- Working knowledge of property management billing and process software is preferred
- Post high school business or real estate training is preferred

PHYSICAL REQUIREMENTS:

- Ability to lift 25 pounds

WORKING CONDITIONS:

- Standard office environment