

Tenant Coordinator - Providence

JOB DESCRIPTION:

The Tenant Coordinator will work closely with experienced property managers and be exposed to the day to day operations of multiple commercial office buildings. The tenant coordinator will be responsible for answering all incoming calls for each property, maintaining property records, permits, and overseeing day-to-day vendor contract management. Administrative responsibilities including A/P processing, filing, contract administration and tenant relations.

Responsibilities:

- Maintaining an efficient filing system for written correspondence, leases, email, proposals, invoices, vendor records/contracts, etc.
- Processing of all daily correspondence and all mail as received.
- Process all invoices and distribute for approval. Responsible for follow-up on payments or related problems to avoid late fees or inactive accounts. Maintain invoice files, ensuring invoice are timely filed
- Tracks all utilities invoices and ensures all are received monthly and timely processed to ensure no disruptions in service and account is kept current for payments. Follow up on statements and past due balances as required.
- Enters all utility data for portfolio into EnergyStar.gov to ensure utilities are being tracked for energy consumption – all information should be updated monthly.
- Tracks all tax bills to ensure payments are made timely for each managed property.
- Maintains work order electronic data base to ensure work orders are timely closed out and followed up with both building engineers and tenants to ensure high customer satisfaction. Ensure at your service cards are being utilized and calls made to tenants to ensure items were completed to satisfaction.
- Maintains an efficient system/data base log to keep certificates of insurances for tenants and vendors up-to-date. All certificates as they are received should be scanned into electronic data base and copy filed with contract and/or lease files with original filed in COI binder at least weekly.
- Responsible for timely processing of utility billings and other billings to tenants, to include calculation, emailing invoices to tenants, mailing original bill to tenants, preparing OTC forms for accounting to post charges and filing information in tenants billing folder.
- Responsible for printing monthly AR status reports, contacting tenants on all open receivables and advising property manager of monthly actions taken to resolve open balances.
- Responsible for organizing and assisting in the preparation of Monthly Operating Reports and Client Annual Budgets, and other reports as necessary.
- Answering telephones, email and record messages. Act as the information liaison between the Property Managers and Tenants.
- Coordinate general office responsibilities (e.g., phone coverage, notify other of daily attendance, ordering supplies, maintaining orderly supply area, filling fax and copy machines regularly with toner/paper, mail retrieval, prepare/send overnight packages).
- Facilitate, coordinate, and participate in building events
- Distribute memorandums, flyers, & notices to building occupants.

- Participate in building evacuation training and fire drills by acting as a fire warden.
- Maintains and updates building binders with important information as well as employee, vendor and tenant contact information.
- Assist the accountant as required.
- Maintain vendor files.
- Typing of all correspondence and related information. Proofread all text for spelling and grammatical errors by using spell check and editing.
- Abstract leases and provide necessary information to accounting for processing and have full understanding of material.
- Reviewing rent statements for accuracy following up on receivables, and preparing legal notices.
- Become familiar with the leases for the individual tenants.
- Serve as a single point of contact for all tenants. Maintain an up-to-date tenant call list.
- Greet all visitors in a courteous and professional manner.
- Answer the telephone in a courteous and professional manner.
- Interact and visit tenants periodically to maintain high customer service and address tenant issues, concerns and implement corrective measures.

QUALIFICATIONS:

Skills:

- Skills required include strong word processing and familiarity with spreadsheet software (Excel).
- Strong communication skills – both verbal and written – and a basic knowledge of accounting, finance and business math are required.
- Strong organizational skills
- Excellent client service and relationship development skills.

HOW TO APPLY

Send resume and cover letter to Holly Regoli: holly@paolinoproperties.com