



Job Title : Tenant Services Coordinator

#### Job Description Summary

\*To provide direct support to the property management team in coordinating the day-to-day activities of the building staff and contract services in fulfilling the needs and addressing the issues of tenants. The Tenant Services Coordinator is expected to develop and maintain strong working relationships with the tenants in a facility and be accountable to management for ensuring issues and needs are responded to and resolved by the appropriate individual, department, or service.

\*This position will also have some responsibility for general administrative, accounting, help desk, and event coordination functions as they pertain to tenants and operation of the building.

#### Job Description

##### PRINCIPAL RESPONSIBILITIES

\* Acts as the first point of contact for tenant service calls, requests and issues. Directs tenant service requests to the appropriate staff or contract service for resolution including engineering, maintenance, cleaning, mechanical and vendors. Is responsible for issuing and obtaining approvals for tenant work order requests.

\* Is the key on-site support staff for tenant relations. Must diligently support and maintain good working relationships with tenants and vendors. Orients new tenants on building policies and procedures.

\* Responsible for preparing vendor service contracts and obtaining vendor bids for special work and/or services.

\* Assists property management with day-to-day operation of the property in accordance with policies/procedures, management agreements, and client needs. Responsible for obtaining and filing tenant and vendor insurance certificates, maintaining tenant contact list, emergency contact lists, issuing and updating building pass list, and maintaining other records and files pertinent to tenants and vendors.

\* Assists with billing, rent collection, and other tenant charges in compliance with lease agreements. Does coding and processing of invoices, data entry into YARDI and MRI accounting systems, preparing billings and requesting W-9 forms from new vendors in order to set them up in accounting system. Coordinates with all parties for rent roll-up and reconciliation and compiling monthly report to owner.

\* Assists with general administrative tasks as assigned including filing, answering phones, distribution of mail, written correspondence especially to tenants, ordering supplies, computer and data entry work, preparing spreadsheets and reports, greeting visitors and tenants, and logging and dispatching tenant service calls.

\* Other assigned duties may include backup for card key programming and data entry, coordination of fire safety meetings and drills, updating and maintaining emergency manuals, maintaining training records, and retention of forms and certificates

##### KNOWLEDGE AND EXPERIENCE

\* Must be able to work independently, multi-task and to prioritize work requests.

\* Experience with data entry, basic reporting, filing, answering phones, scheduling, and communications.

\* The candidate must be computer literate, including knowledge of word processing (Word), mail merge, scheduling (Outlook), spreadsheets (Excel) and other data base applications.

\* Must be proficient in communicating at all levels in both oral and written form and competent at preparing professional, comprehensive memorandums, letters, reports, documents, files, etc.

\* Understanding of general accounting and financing is a plus. Experience with YARDI is a plus. Working knowledge of account payables, receivables, budgets, and expenditure control is also desired.

#### Physical Conditions.

While performing the duties of this job, the employee is regularly required to travel from floor to floor and may be required to travel outside between buildings in varying outdoor weather conditions. The employee may also be regularly required to sit or stand for prolonged periods of time; regularly use hands to operate office machinery including, but not limited to, telephones, computers, fax, and photocopy machines; regularly required to walk, talk, and hear.

Resumes may be sent to: [JeMurphy@lpc.com](mailto:JeMurphy@lpc.com).