



## **JOB DESCRIPTION**

**POSITION TITLE:** Tenant Coordinator

**REPORTS TO:** Property Manager

**COMPUTER SKILLS:** Microsoft Office a must. Experience with Skyline, Yardi and/or MRI a plus, but not required

## **DUTIES AND RESPONSIBILITIES:**

In cooperation with the Property Management staff, Building Engineers and others as applicable, works to meet the tenant service needs of the buildings. Assists to meet the management/administrative demands of the building management office, including but not limited to, lease administration, reporting, filing, organizing and maintaining the office supply inventory. Assist Property Management staff to ensure that members of the building management team are responsive to tenants and ownership.

### **Tenant Relations**

Promote rapport with tenants and building staff

Draft necessary letters for signature

Ensure overall high quality Customer Service for tenants, including work orders and tenant requests: ensure tenant problems and concerns have been addressed by other members of the team in a timely and satisfactory manner.

Help coordinate building events as required (i.e., fire drills, tenant appreciation, holiday lunches, etc.)

Assist in all general office duties involved in maintaining service to the tenants and ownership.

### **Signage/Directory Board**

Assist in maintaining all building common areas and multi-tenant floor signage.

### **Cardkeys and Building Security**

Program building access cards

Coordinate with Building Security and others regarding security concerns of tenants



### **Administrative**

- Assist Property Management team in preparation of monthly client reports
- Code invoices, setup vendors and process accounts payable in accounting system
- Resolve any vendor calls or issues regarding payment of invoices
- Update spreadsheets regarding certificates of insurance for tenants, vendors and contractors, track expiration dates and coverage for all.
- Maintain and update emergency and tenant contact lists
- Open, stamp, and distribute mail
- Deposit, track and enter rent payments
- Maintain inventory of office supplies- order building and office supplies as needed.
- Maintain lease, vendor and building files. Create new files as needed.
- Responsible for preparing vendor service contracts and obtaining vendor bids for special work and/or services
- Maintain and update tenant and vendor insurance certificates

### **Requirements**

- Strong Interpersonal, organizational and typing skills
- Basic understanding of Accounting
- Must be able to multi-task, prioritize and be self-sufficient
- Detail orientated
- Must be customer orientated, professional and courteous with an excellent phone etiquette
- Real Estate experience a plus
- Accounts Payable/Receivable experience a plus
- 1 year + related experience required
- College degree preferred

**Please CLICK below to submit your resume**

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Hazel Nivaud, Office Manager