



JOB DESCRIPTION
PROPERTY ASSISTANT

Essential Responsibilities (other duties may be assigned):

The Property Assistant is a key position to the overall performance and success of the Property Management team. The position will handle all tenant requests and dispatch the appropriate service members as well as assist all personnel in a variety of tasks.

Specific Duties and Responsibilities:

Tenant Services

- Answer the main leasing, property management and tenant maintenance phone lines
- Dispatch tenant work orders and enter accurate and timely updates to the project's work order system
- Distribute after hours HVAC requests to engineering and accounting for billing and programming purposes.
- Maintain tenant work order e-mail on an daily basis.
- Prepare stanchion signage as well as safety and repair signage when necessary
- Handle tenant, vendor and prospective tenant walk-ins
- Assist with tenant and vendor related interface as required
- Assist with leak and waterproofing issues and special projects
- Coordinate concessionaires
- Assist Operations Manager with tenant relations as required
- Responsible for obtaining tenant holiday counts
- Responsible for ordering and delivering tenant gifts

Administrative Duties

- Clerical support to property management and on-site owner representatives
- Filing and file maintenance (including maintaining updated on-site storage lists)
- Copy and mail monthly tenant statements
- Distribute tenant memorandums and maintain the appropriate backup
- Maintain and update as necessary all tenant contact information, after hour access lists and emergency contact information as well as a master tenant contact e-mail address listing.
- Maintain HVAC log for troubled tenants as required from time to time
- Handle miscellaneous assignments as requested by management
- Coordinate the tenant newsletter
- Assist with the Stevenson's Book as requested
- Cover Administrative Assistant position as needed