M & J WILKOW, LTD

**JOB DESCRIPTION**

Title: Assistant General Manager Exempt/Nonexempt:  Nonexempt, Full‐Time

Department:  Office Property Management Salary Range:   Commensurate w/ experience

Reports to:    General Manager Location: Indianapolis, IN/Carmel, IN

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M & J Wilkow, Ltd. has been in the commercial real estate business for 76 years. Its property management portfolio currently consists of office and retail properties covering approximately 10 million square feet, with roughly 48% of the portfolio representing office properties. A core conviction of the Company’s Principals is the belief that each employee is responsible for making an important contribution to the success of the Company, as well as the performance of the properties in the Company’s portfolio. This expectation is not limited by the specific parameters of the job description. It is our expectation that each employee will offer his/her help wherever and whenever reasonably necessary to ensure the success of the Company’s endeavors. This summary is not intended to be all-inclusive; it is simply meant to be used as a guide and may be revised from time to time at the sole discretion of the Company.

**General Position Summary:**

The portfolio consists of 5 commercial office buildings comprising approximately 500k rsf located in the northern portion of the Indianapolis metro area. The on-site team is involved in property management, operations and project management. The team is in need of an Assistant General Manager to assist with the day-to-day operations of the property as well as administrative tasks that are integral to the success of the portfolio. This person will interface with tenants, vendors, on-site staff and any other users of the complex. Excellent organizational skills and first class personal skills are vital to the success of the person in this role.

**Essential Functions/Major Responsibilities:**

* Code vendor invoices, enter invoices into the property management accounts payable program
* Complete contracts for all construction and maintenance jobs
* Maintain building online Angus portal to include tenant service requests, resource calendar, etc. and follow up on aging work orders to ensure completion
* Handle special janitorial requests. Responsible for weekly janitorial inspection. Point of contact for janitorial related items.
* Create forms, make copies, order supplies as requested
* Help to coordinate tenant events
* Administer and maintain records of tenant amenities such as fitness center memberships and conference room bookings
* Maintain current tenant information database, including requesting and following up on new tenant information sheets and alerting security of emergency contact changes
* Conduct regular property inspection tours, identifying and correcting deficiencies in the areas of cleaning, building maintenance, landscaping, etc.
* Interact with Leasing Agents in regards to marketing and presenting space and ensuring that the space is clean, in good repair and accessible
* Assist with leasing packages
* Responsible for keeping current COI’s on vendors and tenants
* Assist in bidding process for vendor contracts
* Assist in the administration of tenant leases, including providing all services, collecting all monies due, reviewing delinquencies regularly monitoring rentals, escalations, billable items, etc.
* Generate all special billings for tenants and review reoccurring billings
* Send out monthly rent statements
* Assist with collections for aged receivables
* Help update Emergency Evacuation Procedures
* Maintain all office files and appropriate documentation
* 24/7 on call responsibility - occasional weekend work may be required
* Perform any additional duties that might be assigned by the General Manager or any officers of the Company

**Education and/or Experience:**

* Bachelor’s Degree in a business field is preferred
* Three to five years of commercial real estate experience is preferred
* Bookkeeping knowledge is a plus
* Highly proficient in Microsoft Word, Excel and Outlook
* Career Goals should include interest in becoming a Property Manager
* Interest in obtaining real estate license

**Job Conditions:**

Position experiences interruptions, need for frequent shifting priorities and to meet deadlines.  Some light travel may be required in connection with the position. The position may also occasionally require attendance at evening meetings.

The Company reserves the right to modify, interpret, or apply this job description in any way the company desires.  This job description is not an employment contract, implied or otherwise.  The employment relationship is “At‐Will”.  The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals.