

GENERAL MANAGER JOB DESCRIPTION

SUMMARY:

The primary responsibility of a General Manager is to oversee all activity at the property either directly or indirectly from both a physical and financial perspective. The General Manager will communicate directly with the Asset Manager of the property for input and direction as well as the SVP of Property Management.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

I. GENERAL

- A. Provide the leadership and direction to on site personnel in a manner to promote Zeller's core values as well as ensure consistent execution of the goals and objectives as defined by ownership.
- B. Interface with Asset Management, Leasing, Property Management, and Construction Management personnel on all relevant aspects at the property to ensure clear and consistent communication between all departments during the execution of owner's goals and objectives.
- C. Oversee efforts to develop, modify, and implement an annual budget, forecast through the year, account for all operating income and expenses and report financial performance on income, expense, and below line expenditures on a periodic basis as defined by ownership in a format required by ownership.
- D. Regularly review all contracted maintenance and services provided at the property and coordinate with the on site team efforts to ensure all such contracted services are routinely brought to market for competitive bidding to secure the most effective pricing.
- E. Effectively Implement the ZRG Tenant Relations Program at the property to enhance tenant perception of the property and promote a higher level of overall tenant satisfaction.
- F. Monitor tenant activity, operation and payment history of tenant base to proactively identify possible financial issues with tenant. Communicate concerns to Asset Management as needed with recommended strategy including engagement of legal services. Execute the strategy as defined.

II. LEASING / CONSTRUCTION

- A. Understand all existing and new leases, storage leases, license agreements, signed letter agreements, amendments, extensions, etc.

- B. Prepare and hand-deliver welcome and move-in packages which include access card, floor warden and emergency contact list information.
- C. Implement system (i.e. Move-in Checklist) to ensure all pertinent documents have been signed and delivered to the appropriate parties prior to occupancy of any tenants whether new or renewal.
- D. Ensure that tenant executed lease required documentation (i.e. Tenant Estoppel letter or Lease Commencement letter) before tenant occupies the office suite.
- E. Notify Leasing/Asset Management of tenant needs for expansion space and monitor negotiations and progress.
- F. Provide Leasing/Asset Management list of expansion options or rights encumbering space to be leased.
- G. Review with Leasing/Asset Management all lease documents related to new leases, renewals, expansion, contraction, etc.
- H. Work closely with Construction through all tenant construction and remain aware of all ongoing space alterations.
- I. Keep records of vacant building space, including storage space.
- J. Maintain rent schedule for vacant areas and those scheduled to become vacant, adhering to options granted to tenants based on “rate charges for comparable space in the building”. Review rent roll/leases for existing tenant’s expansion and termination options.
- K. Prepare and approve all Storage Leases under guidelines set forth by Ownership.
- L. Review sub-lessor’s lease to determine rights of all parties involved, provide documentation and recommendations relating to accepting or rejecting sub-lease.

III. OPERATIONS

- A. Work directly with the onsite team to implement and monitor corporate standard programs and initiatives defining care and maintenance of all building equipment to include preventative maintenance of all critical building systems and equipment with defined review dates, specific maintenance procedure and requirements for the actions identified, including proper tracking and documentation for inclusion in the property files and ownership review.
- B. Supervise actions of the onsite team with respect to overall operation of the energy management system and ZRG sustainability practices to promote the highest level of

comfort while maintaining the most efficient operation.

- C. Oversee all efforts related to energy procurement at the property through the use of both internal expertise and external consulting services.
- D. Coordinate review with VP Technical Operations on aspects related to procedures, overall operation and where technical input is required.
- E. Coordinate with Engineering staff and local jurisdiction annual building systems inspection, floor warden training and building occupant evacuation drill.
- F. Monitor response times and actions completed between the engineering staff and the tenants with electronic PMS.
- G. Implement and monitor corporate safety, training, and performance efforts to enhance the quality of execution.
- H. Implementation of comprehensive cleaning program for the building that includes public areas both internal and external (including parking lots/garage, if applicable), tenant suites, window washing, special projects (construction and emergency cleanups, etc.), in addition to the use of "green" cleaning chemicals, equipment, and procedures.
- I. Monitor building contractors and the onsite teams' ability, to supervise building contractors, ensuring that they carry out their responsibilities and respond to issues as they arise.
- J. Conduct regular building walk through inspections with onsite team and Security/Janitorial contract staff. Notify tenants of any safety violations, address building violations.
- K. Implement and maintain emergency response procedures checklist, reviewing staff responsibilities periodically.
- L. Communicate any and all environmental issues with Asset Management and identified environmental consultant.
- M. Coordinate with onsite staff to forward all insurance claims to appropriate personnel with requisite incident reports. Interface with internal ZRG personnel and appropriate Insurance brokerage personnel as needed when insurance claims are filed.
- N. Oversee onsite team to ensure tenants, vendors and contractors are properly covered by insurance pursuant to their lease, service agreement or contract terms.

IV. FINANCIAL/ACCOUNTING

- A. Analyze monthly rental income and disbursements variances to budget and communicate accordingly to Asset Management using prescribed Monthly Report package.
- B. Oversee regular reporting format to ownership to ensure accuracy, consistency, and clarity.
- C. Direct activities with onsite team to review and process invoices, ensure correct waivers and purchase orders are included as applicable and invoices are coded to proper expense accounts.
- D. Oversee preparation of regular tenant monthly billing to include overtime lighting, air-conditioning usage or other misc. charges to ensure they are being correctly and consistently billed on a regular basis.
- D. Analyze annual Real Estate tax valuations and billing, collaborate with defined tax consultant for the property and recommend course of action to Asset Management on any appeals or other actions to be taken.
- E. Work with Asset Management on an as needed basis on special projects (i.e. cash flow analysis).

V. PERSONNEL

- A. Hire, train and supervise on site staff in a manner to promote a team approach, individual accountability and proactive engagement in the management of the property.
- B. Perform annual reviews through use of online system to mark performance for period. Identify strengths and weaknesses of the employee and develop plan of action to support the employee's efforts to improve. Recommend annual salary modifications as deemed appropriate.
- C. Work with ZRG Human Resources Department on aspects related to employee disciplinary actions, warnings and termination.

Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Bachelor's degree (B.A.) from a four-year college or university; and minimum of seven years related experience or training; or equivalent combination of education and experience.

2. Customer service oriented.
3. Good financial aptitude.
4. Ability to understand the mechanical systems of a building.
5. Strong oral and written communication skills.
6. Ability to supervise office and operations staff

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of the job, the employee is regularly required to talk, hear, stand, sit, walk, use hands and fingers to handle or feel objects, operate tools or controls, operate office equipment and reach with hands and arms. The employee may occasionally lift and/or move up to 10 pounds.