



AMERICAN LANDMARK
P R O P E R T I E S

JOB DESCRIPTION

Job Title: Property Manager
Job Location: Indianapolis-Carmel
Reports to: Building Ownership

JOB SUMMARY

Manages all aspects of a Class A multi-tenant high-rise complex including marketing, operations, budgeting and financial activities. Provides superior service to tenants and property ownership.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Coordinates marketing and leasing of complex properties with ownership's selected brokerage team, participates in showing space, qualify prospective tenants, and negotiates new leases and lease renewals. Coordinates tenant move-ins and move-outs, and "walk-through" spaces with tenants and tenant improvement contractors.

Provides lease analysis for owner's review and approval. Reviews all new leases and amendments prior to ownership execution. Documents settlement of and notifies affected parties.

Oversees the collection of rent, payment of expenses, compliance with lease terms and preparation of all required legal notices. Recommends and coordinates legal action as necessary.

Responds to tenant needs and coordinates with maintenance staff to resolve problems. Maintains positive relationships and high retention levels with all tenants. Responds to all problems and concerns and ensures compliance with rules and regulations.

Communicates regularly with property owners to ensure that objectives are being met. Anticipates and responds to owner's needs and concerns. Oversees the preparation of accurate, timely and complete reports.

Supervises the planning, budgeting and control of operating and capital expenditures. Oversees and approves the calculation of all special billings. Prepares annual budgets, forecasts, management plans, monthly performance reports, and variance reports. Must understand and provide explanation for variances.

Supervises on-site management employees to ensure optimum performance. Trains and develops staff, provides coaching/counseling, conducts appraisals, and makes hiring and

disciplinary decisions. Addresses complaints and resolves problems with the assistance and guidance of ownership when necessary.

Performs regular inspections of property. Recommends and directs alterations, maintenance and reconditioning of property as necessary. Contracts for vendor services, bidding out recurring services annually, and supervises as required. Requires basic understanding of tenant and capital improvements.

Interacts with property lenders to ensure loan obligations and reporting requirements are met. Prepares requests for lender reimbursements from various escrow accounts, as applicable.

Participates in civic and business organizations. Attends BOMA and/or IREM programs and activities. Conducts and maintains relationships with "key" clients/tenants, industry and trade associations, representatives of government, public service organizations, customers and vendors as necessary in the overall management of the property.

Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

Manages a work unit and/or group. Responsible for identifying training needs, tracking performance, coaching, and motivating direct reports. Responsible for hiring, terminating, compensation, and performance evaluation.

QUALIFICATIONS

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.

EDUCATION and EXPERIENCE

Bachelor's degree (BA/BS) from four-year college or university and a minimum of five to seven years of related experience and/or training.

CERTIFICATES and/or LICENSES

CPM or RPA professional designation or candidacy preferred.

COMMUNICATION SKILLS

Ability to comprehend, analyze, and interpret complex business documents. Ability to write reports, manuals, emails and letters using distinctive style. Ability to effectively respond to sensitive issues, complex inquiries or complaints from clients, co-workers, supervisor, and/or management. Ability to motivate employees to take desired action.

FINANCIAL KNOWLEDGE

Requires working knowledge of financial terms and principles. Able to forecast and prepare budgets. Conducts financial/business analysis including the preparation of periodic and annual reports. Prepares and manages property budget. Must be proficient in Excel.

REASONING ABILITY

Ability to solve problems and deal with a variety of options in varying situations.
Requires advanced analytical and quantitative skills.

OTHER SKILLS and/or ABILITIES

Must have an excellent customer service approach to property owners and tenants.
Must be able to deal effectively with vendors and brokers.

Ideal candidate has 5+ years' experience managing large multi-tenant office building.