



TENANT SERVICES COORDINATOR JOB DESCRIPTION

TITLE: Tenant Service Coordinator

REPORTS TO: Assistant Property Manager or Property Manager

SUMMARY DESCRIPTION: To coordinate the day-to-day delivery of property services to the tenants while emphasizing a positive response to tenant concerns.

PRIMARY DUTIES/RESPONSIBILITIES:

- Manages assigned service contracts and projects under Assistant Property Manager/Property Manager supervision.
- Assists Security Staff when needed.
- Coordinates information flow between security, engineering, and tenant.
- Assist Property Manager on collection efforts for tenant receivables.
- Coordinates lobby exhibits, special events, special programs, holiday events, tenant breakfasts, gifts, and promotions.
- Updates tenant warden lists.
- Assists in developing, producing and distributing building communications.
- Follows-up on daily tenant service requests (e.g. service calls and special service requests).
- Manages and promotes conference center (if applicable).
- Responsible for all typing related to Tenant Services Coordinator's job, including: Key transmittal letters; tenant mailings and notifications (e.g. common area building projects).
- Acts as a team member with all employees of the management staff.
- Maintains and updates vendor and other files.
- Carries out other duties as assigned by Property Manager.

EXPERIENCE:

- Two to five years of management experience in customer service or relations.

EDUCATION:

- High School diploma.

SKILLS:

- Good interpersonal skills.
- Maintains calm demeanor in emergency situations.
- Establishes a cooperative working atmosphere among staff.
- Exchanges ideas, information and opinions with Staff and Property Management to formulate policies and programs and/or arrive jointly at decisions, conclusions or solutions.
- Ability to converse with all levels of tenants.
- Ability to understand and read newspapers, periodicals, journals, manuals to remain conversational and knowledgeable of local news and events.

PHYSICAL ABILITIES/WORKING CONDITIONS:

- Ability operate personal computer.
- Ability to talk/answer telephone.
- Ability to visually inspect building.
- Ability to meet highest attendance requirements and punctuality requirements.
- Ability to detect emergency alarms – auditory and/or visual.

- Ability to rearrange the configuration of lobby planters by pushing boxes to various locations in lobby. Ability to arrange Holiday decorations, set up tables/flowers/food for special events.
- Ability to make aesthetic decisions based on visual perception.
- Ability to drive and walk to various locations to purchase needed supplies and materials for special events and presentations.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities and requirements.