



JOB DESCRIPTION

Job Title:

Tenant Services Coordinator

JOB SUMMARY

The following job profile is designed to summarize certain essential information about a job or job category. It is not designed to be a comprehensive or detailed task list for any job or job category. This job/job category may have individual or multiple incumbents, each of whom may perform somewhat different specific job duties or tasks consistent with the general function of the Job. Incumbents may be required to perform duties or support functions other than those listed on this job profile as needed. A job profile may be amended at any time with or without notice.

The Tenant Services Coordinator is responsible for coordinating and delivering high-quality services to tenants within a property or real estate portfolio. This role involves effective communication, problem-solving, and ensuring tenant satisfaction.

JOB FUNCTIONS

1. Serve as the main point of contact for tenants, addressing inquiries, concerns, and requests promptly and professionally.
2. Communicate important information such as building policies, maintenance schedules, and other relevant updates.
3. Assist in the move-in / move-out process for new or existing tenants by obtaining contact information, completing department checklists and routing to appropriate parties.
4. Coordinate maintenance and repair requests, ensuring timely resolution of issues.
5. Schedule and oversee regular property inspections to identify and address maintenance needs.
6. Plan and organize tenant events and programs to enhance community engagement and foster a positive working environment.
7. Function as a point of contact during emergency situations, providing timely information and coordinating necessary responses.
8. Collaborate with vendors and contractors to ensure that services such as cleaning, security, and landscaping are provided effectively and in accordance with contracts.
9. Monitor tenant satisfaction and gather feedback to identify areas for improvement.
10. Implement initiatives to enhance tenant experience and satisfaction.
11. Maintain accurate records of tenant communications, lease agreements, and maintenance activities.
12. Prepare regular reports for management on tenant-related matters.
13. Monitor and track work orders and other service requests in work order systems.
14. Monitors tracking of vendor and tenant certificate of insurance expiration dates, requests renewals, and ensures compliance with standard coverage terms and conditions.
15. Other duties as assigned.

All employees are accountable for compliance with all laws and regulations when performing their job duties. Each employee is expected to be familiar with the legal and regulatory requirements affecting his or her job responsibilities. It is the affirmative duty of each employee to always fulfill these responsibilities in a manner that complies with all applicable legal and regulatory requirements. Employees must participate in required training on pertinent compliance laws and regulations as required by the company.

CORE COMPETENCIES

1. Independent, initiative-taker, collaborator, attention to detail.
2. Provides a high degree of professional customer service to both internal and external parties.
3. Excellent communications and organization, follow-through and follow-up, meet commitments and deadlines.
4. Ability to work well under pressure with strong personalities.

KNOWLEDGE REQUIREMENTS

5. Strong experience in Microsoft Office Suite.
6. Familiarity with real estate software such as AppFolio, etc.
7. Familiar with contract and leasing agreements preferred.

EXPERIENCE / EDUCATION REQUIREMENTS

8. 1-3 years commercial real estate experience preferred.
9. High School Diploma or GED
10. Bachelor's Degree and/or relevant experience preferred.

PHYSICAL REQUIREMENTS

The following physical activities described below are representative of those that must be met by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions and expectations.

Employees regularly use a computer workstation for extended periods, and must be able to reach out/up and grasp with hands, as well as work in close quarters with others, communicate over the telephone and communicate in writing.

Employees are regularly required to see, talk, and hear. Specific vision abilities required by this job include close vision.

Employees regularly sit up to 8 hours and may be required to stand for extended periods of time, walk, bend, turn/twist, kneel, stoop or crouch.

Employees occasionally lifts, carries and moves/positions objects weighing up to 25lbs.

This job description is intended to convey information essential to understanding the scope of the position and is not an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with it.