



## **RED Development, LLC Job Description**

Job Title: Office Coordinator  
Reports To: General Manager

### **A. RESPONSIBILITIES AND DUTIES**

#### **Summary**

Supports the General Manager, Marketing Director and Operations/Facilities Manager in the daily routine requirements of property operations. Maintains a “world class” level of service to tenants, clients, and vendors.

#### **Essential Duties and Responsibilities**

Organizes and prioritizes work to ensure completion of all tasks in a timely manner.

Utilizes RED Standard Service Contract for all outside services.

Prepares correspondence to clients, tenants and vendors, upon General Manager, Marketing Director or Facilities Manager request.

Maintains office equipment and office supply inventory.

Processes non-exempt customer service and maintenance time cards if applicable.

Supervises Customer Service department if applicable.

Processes expense reports and check requests for review and approval by General Manager.

Prepares monthly report summary for certificates of insurance for vendors and tenants.

Maintains updated Tenant Procedures Manual for distribution to new tenants.

Uses and maintains a preventative work order system.

Assists General Manager or Operations/Facilities Manager with the development and maintenance of a comprehensive Tenant Service Package tracking tenant service calls, security issues, move-in/move-out procedures, recurring or important tenant issues, and ensures service calls are completed.

Uses and updates all aspects of the MRI system for certificates of insurance, vendors and contractors, tenant contacts, rent rolls, maintenance work orders, and purchase orders.

Prepares and maintains the following property files in an orderly and logical manner for leases, service contracts, construction, purchasing, and the general operation of staff time sheets, security reports, parking information, insurance claims, life safety reports, and tenant/client/vendor correspondence. Prepares accurate tenant billings for review including tenant bill-backs for additional services, non-standard maintenance material and non-standard maintenance labor items in accordance with the terms of each lease agreement.

Assists with all collection efforts including calls, the preparation of delinquency letters, and required reports under direction from General Manager utilizing RED policies.

Assists in preparing monthly financial statements including financial summary, operations review, status of current delinquencies, current rent roll, and any property specific reporting.

Assists the General Manager, Marketing Director and /Operations/Facilities Manager in the review, approval, accruals and processing of all property invoices through AVID. (i.e. coding per budget, keep on prescribed schedule for timely payment, and assemble all RED required back-up.)

Assists the General Manager with the collection of Accounts Receivable.

Maintain equipment and inventory for any gift certificate programs and property equipment owned, leased or utilized at the shopping center.

Provide back-up to Customer Service Representatives for employee breaks and meal periods, as well as gift card sales.

### **Supervisory Responsibilities**

Responsible for supervising customer service if applicable.

Assists General Manager, Facilities Manager and Marketing Director with supervision and training of all personnel.

## **B. QUALIFICATIONS**

Exhibits excellent time management and organizational skills.

Demonstrates initiative and reflects a sense of urgency in daily duties.

Has cursory understanding of base building systems, i.e. including roof, structure, interior construction, HVAC systems, landscaping, parking lots, etc.

Exhibits excellent verbal communication skills, personally and via telephone.

Clear and concise written communication skills.

Develops and maintains a thorough and orderly filing system.

Displays common sense and good judgment when responding to problems and emergencies.

Maintains positive and professional relationships with co-workers.



## **Education and/or Experience**

*Required:* Associates or equivalent from two-year college; 3-5 years administrative experience, or equivalent combination of education and experience.

Intermediate computer skills including Excel, Word, Outlook, and Internet Explorer.

*Preferred:* Previous property management experience, MRI experience and AVID Exchange software. .

## **Language and Communication Skills**

Remains calm and polite when assisting tenants with problems and emergencies.

Prepares correspondence via letter and email to tenants and vendors upon the request of General Manager, Marketing Director and Operations/Facilities Manager.

Maintains positive and professional relationships with tenants. Communicates reoccurring issues and complaints to General Manager.

Receives and responds to tenant requests and work order calls in a timely manner and in accordance with the terms of each lease agreement.

## **Other Skills and Abilities**

Inherent ability and desire for learning and understanding.

Flexible and effective in dealing with changing situations.

Proactively sets and achieve goals beyond standard expectations.

Develop new ideas and insightful approaches to address specific situations.

## **Properties included in scope**

There many be up to 5-7 properties depending on size and scope of services.