



JOB DESCRIPTION

Position Title: Assistant Property Manager

Department: Property Management

Reports To: Property Manager

FLSA Status: Exempt

Date: June 2, 2020

Flagship Healthcare Properties is a rapidly growing commercial real estate investment firm located in Charlotte, NC that specializes in the acquisition, development, management and leasing of medical office properties, primarily in the Southeast. The Assistant Property Manager is a management/administrative position requiring customer service skills and a knowledge of property management responsibilities. We are looking for someone with the unique combination of skill sets to assist and support managers in daily administrative tasks and projects as assigned. Additionally, this position includes the direct management of a small portfolio of properties. As a boutique firm, we hire professionals with the highest ethical standards and work ethic given our team members have a direct impact on our firm's reputation and performance.

Responsibilities:

Property Management

Directly Manage Six Properties

- Developing and managing annual property budgets and forecasts
- Developing and managing a capital expenditure and property maintenance program for each asset
- Reviewing, understanding, and enforcing leases for managed properties
- Developing effective working relationships with team members, tenants, vendors and investors
- Assisting in the preparation of regular investor communication regarding asset highlights, performance and variance from plan, and monthly reporting responsibilities
- Input and monitoring of new leases and lease changes into software programs
- Effectively communicating (both written and verbal) property and project updates
- Providing leadership in working with FHP's Chief Engineer, Tenant Services Coordinator, Maintenance Technicians, and Vice President and Director of Property Management to provide first class service and management of FHP's properties
- Entering work orders as needed into Building Engine work order system and monitor completion
- Conducting regular site visits of all managed properties
- Maintaining open and frequent communication with tenants
- Conducting periodic association meetings under specific bylaws pertaining to each association
- Assisting in the retention and leasing efforts of managed properties
- Responding to after-hours emergencies as needed and coordinate response by maintenance personnel
- Coordinating tenant appreciation events and practice manager meetings

Property Management Team

Billing/Accounting/Communication with tenants

- Assisting with delinquencies, per direction of PM (running statements and forwarding)
- Drafting tenant notification letters as follows under PM review & signature:
 - Delinquency Notices - if needed
 - Rent Increase Letters

Hold-Over Notices

Other correspondence as assigned

- Work with Lease Administrator (LA) on tenant billing questions and respond back to tenant
- Assist as needed or coordinate with accounting/LA on tenant bill backs
- Communicate with tenants on billing issues as follows:
 - Check being made out to wrong entity
 - Notify tenant to email accountant when ACH is made monthly
 - Notify tenant on change of address requirements per lease
- Run MRI & Yardi reports as needed by PM
- Forward invoices received in office to Avid
- Certificates of Insurance – follow up with LA/Property Services on compliance
- Prepare welcome letters to new tenants under PM signature
- New tenant - coordinate with Lease Administrator on invoicing needs
- Forward/follow up with tenants who are paying tax bills directly - monitor for compliance
- Assist with electrical/water sub-metering and coordinate billing with LA/Accounting
- Track TI allowances
- Assist with tenant notifications through Building Engines on scheduled maintenance/work/inspections

Vendors/Service Providers

- Service Contract - converting to standard form and managing renewal of contracts
- Assist in bidding out contracts and services - per management agreement
- Respond to vendor requesting status of payments
- Assist in scheduling building meetings with vendors and tenants
- Request W-9's as needed

Misc. Projects

- Assisting with Estoppels & SNDA collection efforts
- Assist with set up and planning tenant appreciation events/practice manager meetings

Travel Assistance

- Travel arrangement assistance - flights/hotels
- Assist w/email responses while traveling at direction of PM
- Act as point of contact during vacations/time out of office

New Property Assistance

- Assist with data collection
- Download and label photos
- Work with AP for utility set-up - monitor
- Other projects as assigned

Desired Skills and Experience:

- Proven record of providing exceptional internal and external customer service.
- Ability to demonstrate initiative and reflect a sense of urgency by meeting or exceeding deadlines.
- The ability to think and work both independently and in a team environment.
- The ability to multi-task and prioritize projects.
- Attention to detail and self-motivation.
- Excellent written and verbal communication skills, problem solving abilities & organizational skills.
- Proficiency in Microsoft Office Suite.

Flagship Healthcare Properties is an Equal Opportunity Employer. This job description is not considered an employment agreement or contract. Management has the right to alter this job description at any time without notice.