

Real Estate Manager - Charlotte, NC

The Real Estate Manager reports to the Director of Management Services. The following is a list of primary functions, minimum requirements, skills, and experience levels needed, but not limited to, to perform the noted position in a satisfactory manner.

Job Description

- Manage assigned portfolio assets to achieve goals as set forth in management agreements and annual operating budgets.
- Perform routine property management duties, including but not limited to: rent collection, tenant sales/certificate of insurance collection, review and approve accounts payable, prepare monthly budget variance analysis narrative and operational reports to clients, etc.
- Enforce all aspects of lease and proper compliance.
- Respond to and resolve tenant concerns/complaints and lease questions. Follow-up with tenants on resolution of needs, completion of work order request, and misc. tenant requirements. Meet with tenants as required ensuring that tenant needs are met, and that a high level of property management service is achieved.
- Complete monthly physical property inspections and provide comprehensive inspection report to clients.
- Interface with property vendors and contractors to ensure prompt response to maintenance issues. Ensure that on-going contracted vendor services are performed on schedule, and services meet contract specifications. Review specifications and complete necessary changes or updates.
- Request/review/recommend bids for contracted services.
- Conduct space turnover meetings with new tenants (and move outs with existing), provide welcome letter with landlord contact information outlining rules and lease requirements, lease commencement, rent, space build out, etc.
- Ensure code compliance and risk management.
- Develop and maintain courteous, service oriented rapport with clients & tenants.
- Possess a superior degree of financial acuity understanding financial operating statements prepared by accountants.
- Possess a thorough understanding of lease and accounting principles, including operating expense recovery, methodology, and accrual/cash basis accounting.
- Prepare, in conjunction with other Team members, annual property operating budgets, semi-annual re-forecasts, and five year operating and capital plans as required by clients.
- Proactively interface with contractors, vendors and other external resources to ensure effective operation of the asset.
- Proactively interface with leasing team, accountants, construction management team and other internal resources to ensure effective operation of the asset.
- Possess a solid understanding of building operating systems such as HVAC, access controls, lighting controls/systems, roofing systems, landscaping, irrigation, building fire systems, etc.
- Review contract specifications and make recommendations for appropriate changes or updates.
- Prepare specifications, solicit bids and make recommendations to client for routine operating contracts.
- Be able to read, understand, interpret and abstract complex leases.
- Proactively identify opportunities to enhance the value of managed assets.
- Maintain a first class, well organized office environment.
- Ability to contract and supervise capital & major operational projects such as roof replacement, asphalt repairs, vacant space upfit, and such.
- Participation in at least one industry organization such as IREM.
- Supervise reconciliations, rent collections, sales collection, tenant/vendor/property insurance coverage.
- Approve and submit invoices for payment weekly.
- Evaluate operating account funds and orchestrate funding requests or distributions with Accountant/Controller.
- Evaluate tax valuations and work with Supervisor/Clients regarding appeal services.
- Familiarity with market TICAM rates for each retail center.
- Collectively work with Brokerage and represent Collett management services.

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Desired Skills and Experience

- An active real estate broker's license and/or property management real estate license.
- Highly motivated, aggressive, self- starter who has the ability to exceed goals and drive results.
- Relationship builder with excellent interpersonal skills.
- Ability to marshal resources to get things done, can orchestrate multiple activities at once to accomplish a goal, uses resources effectively and efficiently, arranges information in a useful manner.
- Strong problem solver - uses logic and experience to identify and solve problems, see potential hidden problems, probes for answers, looks beyond the obvious for remedies, solutions or compromises.
- Quick learner when facing new problems, open to change, quickly grasps the essence of underlying structure of anything, enjoys the challenge of unfamiliar tasks.
- Quick decision maker, sometimes with incomplete information and under tight deadlines and pressure.
- Uses time effectively and efficiently, values time, concentrates efforts on the more important priorities, gets more done in less time than others, can attend to a broader range of activities.
- Superior written and verbal communication skills.
- Bachelor's degree preferred – Business Management or Finance a plus.
- 5+ year's relevant and current experience in the shopping center industry including Property Management.
- Excellent competency using Microsoft Office, internet, general use of computer, typing
- Strong knowledge of Property Management/Accounting Software (Yardi & MRI preferred)
- Ability to draft quality organized letters, reports, memos
- Travel and limited overnight travel is required.
- CPM® or RPA designation preferred.
- Superior customer service skills
- A strong Team orientation
- High degree of analytical and problem solving skills
- Superior communication skills
- Active driver's license, vehicle, and self-insured. Ability to travel by vehicle or plane.
- Experience with professional social media, industry communication devise app technology
- Ability to climb ladders and access roofs

COLLETT offers a competitive compensation and benefits package and is an Equal Opportunity Employer.

About the Company

COLLETT

Charlotte based COLLETT, with satellite offices in Greenville, SC and Dallas, TX, operates shopping centers located throughout the Southeast and Midwest for third party clients, institutional investors and private investment groups. Founded in 1987, COLLETT is a regional commercial retail real estate firm which employs almost 50 real estate professionals, manages over 6 million square feet of commercial retail shopping center space in over 10 states, and has developed more than 95 projects, managed/leased more than 200 projects both totaling over 20 million square feet each. Firm services include retail brokerage, tenant representation, landlord representation, asset management, development, construction management, lease administration, and investment.