

**Job Description:** Assistant Property Manager, Commercial

**Reports to:** Director of Property Management

**Office Location:** Rockville, Maryland

**Position Type:** Full Time non-exempt

**Hours:** 9-5pm, Monday through Friday

**Objective:**

The Assistant Property Manager (APM) works closely with the property team in the daily operations and financial performance of the Maryland Commercial Assets. This portfolio consists of three office buildings and one retail shopping center, totaling approximately 715,000 SF.

The Assistant Property Manager is responsible for providing support to the Director of Property Management as it relates to delivering exceptional customer service to our clients, property inspections, repair and maintenance proposals, vendor management, invoicing/purchasing, budget preparation and financial goals.

Within this role is the opportunity to learn, support and participate in the daily operations at the commercial property level. Expectations are to provide assistance through property inspections, maintaining a proactive mindset, and understanding the financial portion of Class A properties. Essential responsibilities are to cultivate and sustain strong relationships with our team and our clients. Communication and transparency are critical in working with the team and other Tower associates.

**Job Responsibilities:**

- Serve as the primary Administrator of Building Engines, updating and maintaining information for the Maryland commercial properties throughout each day on an ongoing basis. Work closely with the MD Engineering team to ensure response times are timely. Provide client follow up subsequent to engineering resolution of issues, closing the loop on each service call to provide the highest level of customer service. Serve as primary Point of Contact (POC) for any Building Engines systems issues.

- Serve as the Administrator for Tenant Electronic Handbooks for the MD Commercial properties; maintain and update as needed.
- Assist with needed budget inputs and annual budget preparation as requested.
- Create Purchase Orders (POs) for all Maryland commercial properties. Refer to budget. Follow up, receive in system, upload delivery/service tickets, emails, etc., in Yardi for accounting to process payment. Research for accounting when needed to process payments.
- As the primary point of client for vendor and client phone calls, provide first level responses to inquiries and resolutions to issues whenever possible and escalate issues accordingly.
- Prepare, process, maintain, update and monitor all contracts and bid comparison worksheets/coversheets for Maryland Commercial Office Properties by utilizing Yardi, ensuring contract terms and expiration dates are carefully documented within the system.
- Maintain all required state and local county government recycling reports for MD Commercial properties.
- Maintain all elevator certificates, boiler certificates, business licenses, occupancy licenses and permits, UST's, inspection reports, surveys and other required government reports relative to Tower's property management portfolio.
- Have knowledge of the COI process to provide backup as needed to ensure all new vendors and commercial tenants have submitted a complete and proper COI prior to commencing work on any Tower property. Understand the notification process that are issued to appropriate site staff when COI's expire, as well as to vendors, to ensure a new COI is obtained prior to continued work within a Tower property.
- Ensure office equipment is in proper working order and call for repairs as needed, relative to Tower's service contracts.
- Order maintenance supplies as needed for MD Engineers. Order uniforms for all MD commercial employees.
- In coordination and collaboration with the Senior Property Manager, prepare mass client email for MD commercial clients - drafts, proof, correct errors and/or grammar then submit per the "Procedure for Mass Emails and Flyers."
- Monitor all Security Reports for all Maryland commercial properties and follow up with repairs, etc., as needed, copying the Senior Property Manager and the PM Department. Also prepare letters for violations noted on reports for Clients and copy legal notification address of store.
- Maintain files for all Maryland commercial properties and upload letters and emails to Document Locator, including letters and emails to retail clients for violations, etc.
- Assist clients with DataWatch and Kastle security cards as needed.

- Invoice Maryland commercial clients for cleaning, charge backs on service work completed in their suites, OT HVAC, etc. (Recovery).
- Assist with MD commercial client events.
- Provide support for special projects as assigned.

#### **Requirements:**

- Minimum 2 years of work experience, preferably in Property Management.
- Both innate and well-developed leadership skills; patience and professionalism under pressure.
- Strong conflict resolution and problem-solving skills.
- Superior customer service mindset; with a focus on team building
- Outstanding verbal and written communication skills required.
- Strong computer skills: Microsoft Office Suite required; Yardi highly preferred, or similar industry software experience.
- A college degree highly preferred
- Flexibility and ability to travel to sites within the Maryland portfolio to attend events or meet with clients as required.
- Ability to work 9-5pm each day with occasional overtime.

*Candidates under consideration for hire must submit to, and pass a background check and drug screening according to The Tower Companies' hiring standards. This role requires proof of vaccination against COVID-19, subject to accommodation for religious or medical reasons considered on a case-by-case basis.*

#### **Qualifications:**

- BS or BA degree highly preferred-may consider recent grad with relative internships/work experience.
- Experience using Building Engines, Yardi software (or similar).
- Experience in processing insurance claims is highly preferred.

**The Tower Companies is an equal opportunity employer and offers a collaborative and exciting work environment, competitive salary and excellent benefits, which include medical, dental and vision coverage, as well as a 401(k) plan.**

#### **About The Tower Companies**

For three generations, the family-owned [Tower Companies](http://www.TowerCompanies.com) has maintained a commitment to responsible development and envisions a world where buildings inspire and enrich the lives of their occupants, and create positive social change. The green building leader owns,

develops, and manages over 5 million square feet in the Washington, D.C. metropolitan area consisting of office buildings, office parks, lifestyle centers, regional malls, eco-progressive live-work-play communities and hotels with over 8,000,000 SF in the development pipeline. The Tower Companies built Blair Towns, the first LEED certified apartments in the country, and is an international authority in the industry. We have been recognized for our commitment to sustainability and energy independence by numerous national organizations and federal agencies, including US Green Building Council, US Department of Energy and the US Environmental Protection Agency.