



Commercial Real Estate Services  
Since 1953  
One Van De Graaff Dr., Suite 402  
Burlington, MA 01803  
PH: 781-273-5555 / Fax: 781-272-8408

**PROPERTY MANAGER**

RETAIL PORTFOLIO

Burlington Area and in western Massachusetts  
Exempt Status Position Description

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**SUMMARY:** Responsible for the day-to-day aspects of property management & maintenance issues related to a retail portfolio. This individual works in tandem with the Owners, the accounting team, leasing, facilities staff and construction to provide a full range of timely services to tenants and clients.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Collects specified rents and recommends necessary action to owners. Works with legal counsel to collect or evict as necessary, in compliance with court order and directions from lawyer and owner.
- Develops and maintains excellent tenant/owner relationships.
- Communicates the terms of the lease through the accurate filing of lease abstract and monitoring of the Property and other reports.
- Prepares annual property business plan and quarterly updates.
- Prepares common area maintenance (CAM) reconciliations.
- Assists owners, attorneys, and buyers during due diligence periods and coordinates all efforts in a new property takeover.
- Develops building cleaning specs, market standards, and negotiates all service contracts.
- Uses industry knowledge to implement appropriate risk management practices.
- Analyzes building security systems, understands operations of such and makes recommendations to ownership as necessary.
- Prepares annual real estate tax true-ups. Provides information/work with tax abatement consultant as needed.

- Monitors property cash flow on a weekly basis and prepares projections.
- Works with construction team, contractors and subcontractors to coordinate tenant fit ups, maintenance issues, upkeep, or reconditioning of property as specified in management services or lessee's agreement.
- Directs the team's accounting functions, manages cash balance of portfolio, prepares annual budgets, and reconciles variances and reviews monthly financial reports for accuracy.
- Manages facilities vendors, tracks maintenance issues and ensures that repairs are made in a timely manner. In addition, conducts thorough on-site inspections of properties including roof.
- Reviews work orders and watches for repetitive building issues. Proactively resolves these issues prior to tenant awareness. Further, makes recommendations of when to repair vs. replace HVAC components.
- Manages capital projects for portfolio. Approves supplies and equipment for use on leased properties.
- Directs preparation of financial statements and reports on status of properties such as occupancy rates and dates of expiration of leases.
- Directs issuance of checks for monies due to client.
- Advises clients relative to financing, purchasing, or selling of property.
- Prepares periodic inventory of building contents and property condition, and forwards listing to owner for review.
- Contacts utility companies to understand potential utility company rebates available.
- Manages, trains, motivates and develops subordinates. Ensure that they understand objectives and goals. Conducts weekly action agenda meetings with staff, submitting a meeting report to management.
- Ensures emergency evacuation and life safety systems are effective and up-to-date. Prepares and distributes emergency procedures brochures to tenants. Responsible for the implementation of the property management safety policy.
- Maintains tenant request/complaint logs and ensures that responses to requests are performed in a timely fashion.
- Ensures that preventative maintenance programs are in place and being performed.

- Understands policies of insurance on assigned property, including procedures for filing claims and loss prevention reports.
  - Available and On Call 24 hours / 7 days a week for emergencies.
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## **REPORTING RELATIONSHIP**

Reports to the Vice President of Property Management

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## **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** College degree, 5 years of commercial and/or retail property management work experience.

**COMMUNICATION SKILLS:** Must have excellent interpersonal, verbal, writing skills.

**MANAGEMENT EXPERIENCE:** Two to three years of managing professional staff required.

**COMPUTER & MATH SKILLS:** Must be computer literate. Microsoft Office a plus. Must be able to prepare realistic budgets and understand basic math concepts.

**BUSINESS SKILLS:** Prior commercial real estate experience a must. Should have a general knowledge of landscaping specifications, HVAC systems and electrical systems. Must be able to understand owner's perspective. Must be self-starter and able to work well independently. Should have a strong sense of organization and have the ability to follow through with details.

**REASONING ABILITY** Must be able to understand the "big" picture of how the budget, portfolio and customer service work together. Must be able to work through issues by using critical analysis skills related to operational issues.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.