



FUNCTIONAL CATEGORY: PROPERTY & FACILITIES MANAGEMENT

LEVEL: Operations Manager

JOB DESCRIPTION: Support the General Manager (GM) in managing operations, act as the GM in the GM's absence, and manage the Tenant Service Coordinator. Duties include but are not limited to:

- Develop excellent rapport with tenants, vendors, clients and staff.
- Maintain regular contact with all tenants to establish close working relationships.
- Support Tenant Service Coordinator, with the TSC the primary contact for all tenants, to ensure all expectations are met and tenant concerns are addressed.
- Track incoming service requests to ensure they are addressed in a timely manner and billed back appropriately.
- Assist the GM with preparation of annual budget and year-end reconciliations.
- Help prepare monthly and quarterly financial investor reports. Responsibilities include executive and operation summaries, rent collection, tenant billing, accounts payable, variance reporting, leasing summary and stacking plan.
- Lease administration: enforce lease provisions and maintain accurate lease files with all documentation and correspondence.
- Assist in management audits and review all property files for accuracy.
- Coordinate general maintenance and operations as outlined in the approved budget/ operating plan.
- Conduct daily property inspections to ensure property is maintained per Irgens standards and service contract specifications. Refer issues to the appropriate department for resolution. Cleanliness of the exterior entrance, main lobby, elevators, conference center, fitness center and restrooms are paramount to make the right first impression.
- Competitively bid service contracts, provide analysis and make recommendations on service providers.
- Construction Management: Capable of managing tenant improvement and capital projects. Attending meetings, review construction documents, submittals, RFIs and schedules.
- Implement tenant welcome and orientation program, tenant appreciation events, tenant newsletters and coordinate with Tenant Service Coordinator.
- Conduct annual tenant surveys.
- Maintain and update all property manuals including tenant handbooks, contractor rules and regulations, tenant and vendor forms and emergency preparedness manuals.
- Monitor reservation calendars and visitor access to ensure no conflicts arise.

- Participate in continuing professional development to stay abreast of new standards and management procedures.
- Flexible regarding work hours and available when emergency situations arise.

SKILL SET

- Experience: 2– 5 years property management; commercial high-rise office property manager preferred.
- Able to demonstrate:
 - Excellent personal time management, organizational and problem-solving skills.
 - Excellent interpersonal, verbal & written communication skills and customer service skills.
 - Excellent attention to detail and follow-through.
 - Comfortable working in a fast-paced environment.
 - Self-starter who can multitask.
 - Strong staff and vendor management skills to ensure productivity, efficiency and professional conduct.
 - Understand physical building components, building operations and health & safety requirements.
 - Understand construction methods and terminology.
 - Attention to detail and strong aptitude for mathematics.
 - Proficiency with real estate accounting methods and reporting.
 - Proficient in electronic work order systems.
 - Proficient with Microsoft Office (Word, Excel, Access, PowerPoint), Sage 300 or other property management software
 - Ability to exercise prudent judgment in the absence of supervisory personnel.

QUALIFICATIONS

- Bachelor's degree or equivalent experience
- CPM or CPM Candidate preferred

PHYSICAL DEMANDS

- This position will require the applicant to routinely sit, stand, stoop, kneel, and bend for up to 8 hours. Position requires the occasional lifting of objects in excess of 25 lbs.

POSITION LOCATION

- Milwaukee, Wisconsin

- This position is primarily based at BMO Tower located in Milwaukee. The role may also involve periodic travel to other properties within our portfolio as necessary.