



## Job Description for Property Assistant

Department: Property Management  
Reports To: Property Manager  
FLSA Status: Non-Exempt  
Supervises: N/A  
Approved By: Robin Brankamp  
Approved Date: 02/28/2022

### Key Performance Indicators

- Accurate and timely invoice coding, charge input and tenant billings. Confirmed by soliciting input from PM and Accounting department on a regular basis
- Maintain good relations with tenants and owners. Validated by annual surveys from both

### Essential Job Functions

#### *Tenant Relationship Management*

- Coordinates communication of maintenance, repairs, and remodeling or construction activities to tenants.
- Dispatches facility maintenance staff and inputs repair and maintenance work orders into property management database.
- Plans and coordinates property events such as cookouts, ice cream socials and mixers.

#### *Administrative*

- Provides full administrative support, including phone support, typing reports, filing and distribution of correspondence
- Assists in lease administration activities, including tenant contacts and insurance information
- Ensures office is stocked with office supplies and other required items to maintain the office
- Prepares and coordinates bid proposals, service contracts and approve invoices. Assists in bidding process and assists property manager(s) in their efforts to ensure compliance with Neyer Management's policies and procedures
- Tracks and file contracts and insurance certificates; maintains follow-up system for expirations
- Monitors property maintenance work orders and prepares monthly reports for property manager on status of tenant work orders, as applicable
- Maintains electronic lease and contract files, as well as other files located within the property management office
- Processes tenant bill back invoices through accounting, expense reports, monthly meter readings of properties, and check requests for review and approval
- Processes accounts payable and accounts receivable and generates monthly reports for the Property Manager
- Coordinates and collects data for financial reporting package as well as the annual operating and capital improvement budgets. Runs reports on occupancy rates and lease expiration dates, prospect pipeline, and operating income statement executive summary and variances
- Prepares Common Area Maintenance (CAM) letters, vendor contracts, capital loan draws, and other documents as may be required

*Employees may be asked to perform other tasks not listed in the essential job functions.*

**Qualifications and Experience**

- Minimum of a high school diploma or GED required. College degree preferred
- High attention to detail and accuracy
- Excellent verbal and written communication skills
- General understanding of construction, electrical, mechanical, plumbing, HVAC and building control systems
- Good organizational skills and the ability to multi task
- Proficient knowledge of Microsoft Office applications, including Word, Excel and Outlook
- Real Estate and Yardi experience a plus

**Physical Demands**

Low physical effort required to sit, stand at files, bend, stoop, lift, and walk. Maximum unassisted lift is 35 lbs. Average lift is less than 10 lbs. Requires ability to use a keyboard and monitor. Also requires the ability to communicate verbally, both in person and on the telephone.