



Commercial Manager

Reports To: Director of Operations

Compensation: Exempt/Salary. Position is not eligible for overtime. May entail working hours as needed to perform the position requirements. Bonuses are at the discretion of the Director of Operations

Purpose: To increase the real estate value of the assets, provide excellent customer service to current and future customers, and bring passion and tenacity each day.

The ideal candidate will share the company's core values: **Positive Team Player, Creative Solutions Orientated, Industrious, Knowledgeable and Trustworthy**. They will manage relationships with clients and vendors and be a representative of Gillespie Group in a professional manner.

Gillespie Group requires a background and drug screen as a condition of employment. A valid driving license and current automobile insurance is required. Position requires individuals to furnish their own vehicle to fulfill all of the job's functions.

Education, Training and Experience/Qualifications: Responsibilities include but not limited to:

- **Education/Experience:**
 - Previous commercial real estate experience is required.
 - A college degree is suggested but not required.
 - The position does require the ability to read and write English fluently, the ability to perform advanced business mathematical functions and strong marketing skills.

- **Skills/Attributes:** To excel in this position, you should be professional, a self-starter, and have great customer service skills. Below are additional skills that are necessary for the position:
 - Professional image
 - Understanding and experience of irrigation system, curb appeal, working with lawn/snow contractors, and general building maintenance is preferred.
 - Advanced accounting and data analysis – understands commercial leases, budgets, and CAM

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- Excellent communication and follow up skills – respond timely, find results, and focus on customer satisfaction
- Works Smart - organized and is a self-starter who can get things done
- Possibility-driven – sees the positive side of situations. Will not be overcome by difficult challenges.
- Drive for Results – defines ambitious goals and establishes priorities with clear strategies to ensure results
- Resilient – mature, confident leader with a mindset that embraces change as part of business

Financial Operations and Reporting:

- Oversee the management of the commercial operations to meet cash flow objectives and achieve the highest possible net operating income through implementation of effective cost control and revenue improvement programs.
- Maximize gross potential rent and minimize vacancy
- Maximize Net Operating Income through continuous management and oversight of income/expenses
- Actively oversee delinquency reports, collections efforts, and lease defaults.
- Oversee all financial records and reports; including financial statements, CAM reimbursements, occupancy reporting, variance reports, and delinquency reports
- Oversee all accounting systems including month end reports. Accurately prepare and convey all operational and financial data to the Director of Operations, Vice President and Director of Finance
- Actively oversee the communities' annual budgets for all commercial sites. Responsible for preparing all budgets prior to submission to Director of Operations and Vice President
- Prepare lease abstracts
- Review and administer all leases pertaining to commercial tenants. Monitor lease renewals and rate/CAM changes that occur
- Conduct and analyze market research and rates

Tenant Relationship:

- Oversee Renewal Program by monitoring Lease Expirations and work with Dr of Operations to approve renewal rate increases.
- Work with the Maintenance and Facilities team to oversee the completion and appropriate estimates and billing of tenant work orders.
- Routine outreach of current tenants to ensure their needs are met and commitment to open communication.
- Conduct regular inspections of suites
- Anticipate needs of tenants and take proactive measures to ensure customer service is at its highest.
- Work with tenants on lease negotiations in a professional and timely manner.

FAIR HOUSING ACT (“FHA”) / ANTI-DISCRIMINATORY LAWS & ORDINANCES:

Under the FHA, state laws and many local ordinances, no individual shall be subjected to discrimination because of race, color, gender, religion, sex, handicap, mental or physical ability, age, sexual preference, familial status or national origin in the sale, rental or advertising of dwellings, in the provision of brokerage services, or in the availability of residential real estate-related transactions. Said another way, fair housing is the right of individuals to obtain housing of their choice without discrimination based upon the above mentioned categories. The Gillespie Group expects each of its Associates to fully grasp and understand these anti-discriminatory policies and to adhere to these laws and ordinances in situations that are certain to occur in the ordinary course of business that the Gillespie Group provides to its clients. To that end, the Gillespie Group requires each Associate to periodically complete training courses on fair housing, landlord/tenant law and housing subsidy programs. Such training shall be paid for by the Gillespie Group and the Associate shall be compensated for the time either attending such training in person or via online courses.

THIS JOB DESCRIPTION MAY NOT BE ALL-INCLUSIVE AND EMPLOYEES ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTION AND DUTIES MAY BE MODIFIED WHEN DEEMED APPROPRIATE BY MANAGEMENT.

SIGNATURES:

Employee Name: _____ Date: _____

Supervisor Name: _____ Date: _____

Job Descriptions are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job; they are not intended to reflect all duties performed by those assigned to this classification.

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