



Commercial Property Manager

Gillespie Group is looking for a motivated professional to join our team as the Commercial Property Manager. The Commercial Property Manager will be responsible for increasing the real estate value, providing excellent customer service to current and future customers, and bringing passion and tenacity daily.

Reports To: Director of Operations

Supervises: N/A

Compensation: Exempt/Salary

Location: In-Person (Lansing, MI)

Gillespie Group requires a background and drug screen as a condition of employment. A valid driving license, reliable transportation, and current automobile insurance are required. The position requires individuals to furnish their vehicle to fulfill all the job's functions.

Core Values:

- **Positive Team Player**
- **Creative Solution Oriented**
- **Industrious**
- **Knowledgeable**
- **Trustworthy**

RESPONSIBILITIES & PROJECTS

- **Tenant Relationship:**
 - Responsible for property management functions, including lease and tenant management
 - Responds promptly, professionally, and courteously to tenant inquiries and requests; provides tenant portal assistance and management; routinely reaches current tenants to ensure their needs are met and is committed to open communication.
 - Lease administration – ensures executed and recorded lease is consistent with final drafts; lease and lease amendments, including enclosures, are recorded; initiates tenant renewals promptly and other lease-related requests.
 - Ensures physical, electronic, and database files are consistent and current
 - Coordinates work orders with maintenance and third-party vendors; records tenant inquiries that result in maintenance staff response; tracks and

communicates as needed regarding work orders and other maintenance issues and following up on appropriate billbacks to Tenant, if applicable.

- Conduct regular inspections of suites
- Assists with emergency response training for tenants, fire alarm drills, new tenant training, and ensuring physical, electronic, and database files are consistent and current; may assist maintenance or other staff in emergency response such as fire alarms and other situations.

- **Financial Operations and Reporting:**

- Oversee the commercial operations management to meet cash flow objectives and achieve the highest possible net operating income through effective cost control and revenue improvement programs.
- Maximize gross potential rent and minimize vacancy
- 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 before submission to the Director of Operations and Vice President
- Prepare lease abstracts
- Conduct and analyze market research and rates
- Prepares various reports detailing tenant roster, building index, occupancy, work orders, and others
- Updates monthly rent rolls and verify accuracy of tenant billing report generated by accounting
- Maintains lease summations for all active commercial leases

EXPERIENCE, EDUCATION, AND TRAINING REQUIREMENTS:

- Previous commercial real estate experience is required.
- Experience working with Real Page, property management software, is a plus
- A college degree is suggested but not required.
- The position requires the ability to read and write English fluently, perform advanced business mathematical functions, and have strong customer service skills.

KNOWLEDGE AND SKILL REQUIREMENT:

- Understands commercial lease agreements and ability to negotiate renewal terms
- Possess strong written and verbal communication skills

- Strong attention to detail
- Strong analytical and problem-solving ability
- Excellent time management, organizational, and follow-through skills. Ability to meet deadlines and respond timely to questions.
- Knowledge of federal, state, and local laws, regulations, and guidelines related to assigned work
- Excellent written and verbal communication skills
- Knowledge of Microsoft Office and Outlook
- Professional image
- Excellent communication and follow-up skills – respond timely, find results, and focus on customer satisfaction

Minimum Physical Expectations:

- Physical activity which often requires keyboarding, sitting, phone work, and filing.
- Physical activity which often requires extensive time working on a computer.
- Physical activity which that often requires lifting under 25 lbs.
- Physical activity which often requires travel – car, train, and/or air.
- Physical activity sometimes requires bending, stooping, reaching, climbing, kneeling, and/or twisting.
- Specific vision abilities required include close vision, depth perception, and the ability to adjust and focus. Must hear and speak well enough to conduct business over the telephone or face to face (in English) for long periods.

Minimum Environmental Expectations:

This position will require working indoors. A typical workweek is eight (8) hour workdays, five (5) days per week with some evening or weekend work. This position deals with some aggressive personalities and could be stressful.

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 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 on 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.

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.