

Position: Commercial Property Manager
Reports to: Director of Property Management
Location: Rockville, MD
Exempt, full time role with extended hours possible.

Objective:

The Property Manager is responsible for the implementation and administration of policies, procedures, and programs on a day-to-day basis that will assure the assigned portfolio is well managed according to the standards of the Company.

This role is to direct, coordinate, and participate in exercising operational responsibility across the Maryland Commercial portfolio including Aspen Hill Retail and Blairs Retail. Expectations are to provide leadership through the development, interpretation and on-going, written updates to policies and procedures, which impact the performance of the assets. Essential responsibilities are to cultivate and sustain strong relationships with clients, vendors and team with a focus on productivity and results. Communication and transparency are critical in working with the team. It is expected that the Manager in this role may be required to work extended hours, with some weekend commitments to ensure operational excellence.

Key Responsibilities:

Specific and essential duties include, but are not limited to:

Risk Management:

Ensure daily observations, and that safety regulations and standards are being met by executing the following:

- Perform weekly audits by walking all properties with Director and Chief Engineer in order to observe and document any potential safety concerns. Work order tickets will be submitted with deficiencies
- Schedule and lead semi-annual life safety drills for building staff and occupants, as well as semi-annual safety meetings with both Clients and team.
- Develop and update policies and programs on an on-going basis, and coordinate the flow of information to support the portfolio strategy.
- Perform monthly property inspections and turn in monthly report to supervisor with any concerns, issues or updates. Include housekeeping, safety and security inspections, including night audits.
- Continuously update the Emergency Plan for each property in the assigned portfolio, including the schedule and type of drills to be performed with clients and teams at all properties.

Operations:

- Effectively and regularly communicate with the Director on significant operating issues at the building, including client or tenant concerns
- Provide leadership through the development, interpretation and on-going updates to written policies and procedures. Achieve in coordination of information flow and property strategy.
- Initiate and execute day-to-day operational procedures.
- Work with the Engineering and maintenance team to facilitate maintenance, repairs, or renovations
- Hold regularly scheduled client meetings
- Manage client relationships on a day to day basis
- Ensure compliance with policy and procedures, codes, regulation and governmental agency directives.
- Follow up on maintenance repairs to ensure they were completed
- Ensure curb appeal of the portfolio assets. Ensure grounds are walked and inspected daily by teams for risk/safety and curb appeal.
- Drive Sustainability throughout portfolio.
- Assist team in preparing and executing 4-5 building events per year
- Perform lease audits and confirm quarterly that all Client COI's are up to date and in conformance with the lease regulations.
- Perform vendor audits and confirm all Vendor COI's are current in Yardi, especially before any work is performed at properties.
- Administer, interpret and enforce lease provisions.
- Participate and assist in the leasing process as assigned from the LOI stage through client occupancy. Prepare on-going inspection and update on all vacant space regularly to be sure always in marketable condition at all times.
- Responsible for coordination of Client services: on going with current move-in/move-out services to include welcome activities and annual events.
- Negotiate service contracts and manage vendor scope of work
- Complete all other projects as assigned.

Financial Management:

- Responsible to meet budgeted NOI at each property in portfolio.
- Review and analyze financial statements monthly, and quarterly. Prepare operating variance analysis comparing budget to actual as approved by ownership.
- Prepare and work with Director of Property Management to complete budgets annually for MD Portfolio
- Communicate clearly and on a timely basis with project accounting personnel using and/ or providing appropriate documentation.
- Review all spending before it happens and flag expenses of concern.
- Look for ways to decrease expenses across portfolio and report quarterly on methods and suggestions to do so.

- Participate in CapEx projects at MD Properties, client construction and building construction
- Develop/administer property business plan with capital and operating budgets; manage the property within parameters of the budgets and the business plan.

Education and Experience we seek:

- College Degree preferred
- Certified Property Manager preferred
- A minimum of 3 years of full time successful work experience as a Property Manager in a Class A commercial asset, preferably managing multiple assets
- Retail experience or exposure is highly preferred
- Social media and technologically savvy, able to learn and adapt to software programs easily. Microsoft Office Suite skills and experience required.
- Strong problem-solving skills, including the ability to define problems, collect data, establish facts, and draw valid conclusions
- Exceptional communication skills; verbal and in writing
- Outstanding work ethic; reliable, on time, trusted to work independently
- Maturity and grace in all situations; discernment to know when to escalate an issue to management.
- Strong desire to learn and stay current in techniques and industry trends
- Team oriented; thoughtful, respectful and considerate of others. Never putting self ahead of the team.
- Strong organizational skills and an orientation and eye for managing details.
- Capable of effectively managing multiple initiatives simultaneously.

How Tower invests in YOU:

- To help you THRIVE in all aspects of your life, Tower provides a best-in-class compensation package and a wide variety of total rewards: healthcare (including a premium-free plan option!), paid holidays and time off (including parental bonding leave), reimbursements for eligible coursework and professional development, housing discounts on our properties, and many other benefits to support your growth and work/life balance.
- Tower believes in giving back to the community: you will be provided with a range of ways to participate, including company matches on donations to charities and 8-hours of paid leave for the purpose of volunteering.
- Prepare for your future beyond Tower: the company provides a generous match to your 401(k) retirement savings plan contributions.



Candidate must be willing to work in-office. Candidate must submit to pre-employment screening including background check and drug test.

The Tower Companies is an equal opportunity employer and offers a collaborative and exciting work environment, competitive salary and excellent benefits, which include medical, dental and vision coverage, as well as a 401(k) plan.

If you're interested in this position and working for The Tower Companies, please apply via our candidate portal found on our careers page at www.towercompanies.com/careers.

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About the Tower Companies

For three generations, the family-owned Tower Companies has maintained a commitment to responsible development and envisions a world where buildings inspire and enrich the lives of their occupants, and create positive social change. The green building leader owns, develops, and manages over 5 million square feet in the Washington, D.C. metropolitan area consisting of office buildings, office parks, lifestyle centers, regional malls, eco-progressive live-work-play communities and hotels with over 8,000,000 SF in the development pipeline. The Tower Companies built Blair Towns, the first LEED certified residential community in country. The Tower Companies is recognized as an international authority in the industry, and has been recognized for its commitment to sustainability and energy independence by numerous national organizations and federal agencies, including US Green Building Council, US Department of Energy and the US Environmental Protection Agency.