



POSITION DESCRIPTION

DEPARTMENT/LOCATION: Cypress Equities – Flagstaff Mall

JOB TITLE: Property Administrator

FLSA STATUS: Non-Exempt

REPORTS TO: General Manager

SUPERVISES: No

DATE: September 2021

POSITION SUMMARY

The Property Administrator is a key member of the property management team assisting in a myriad of ways, often handling details of a complex and at times confidential nature. While this position supports the property management team in customary administrative type duties, it also broadly assists in the tenant and vendor areas such as lease administration, service contract preparation, general customer, and tenant support. This position may on occasion be required to work overtime and on weekends and will certainly need to be available to assist with marketing events as needed.

ESSENTIAL DUTIES

Our Property Administrator works with members of the property team on an array of functions. Specific responsibilities include, but are not limited to:

- A concierge-type approach of proactively doing things that need to be done, regularly communicating issues and solutions to the mall management team, and ensuring our tenants and customers have the best experience possible;
- Manage files and information flow;
- Develop and implement new and existing promotions and special events from pre-planning through execution. Additionally, communicate programs to all tenants and customer service teams;
- Create, organize, and upload content for the website, social media (Facebook, Twitter, Instagram), blogs, email campaigns, Google My Business posts, and printed materials. Serve as response lead on social media;
- Develop written and visual content for email campaigns, including any property specific newsletters;
- Create, proofread, and edit copy for various marketing channels, ensuring a consistent brand voice;
- Build relationships with all tenants and manage merchant participation in promotions and special events, merchant group meetings, and more;
- Prepare memorandums, spreadsheets, and reports;
- Conduct research and assemble data for special projects;
- Maintain tenant roster, contact list, and addresses;
- Track and enter tenants Certificates of Insurance;
- Maintain adequate amounts of office supplies and oversee routine and special maintenance requirements of office equipment;
- Greet guests and serve as a liaison between tenants, customers, and office staff.

QUALIFICATIONS

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

- HS Diploma or GED required (associate or college degree a plus).
- Three or more years of administrative experience, industry specific preferred but not required.
- Intermediate skills using Microsoft Office Suite (Word, Excel, PPT)
- Strong internet research skills

SKILLS AND COMPETENCIES

- Proactive mindset with exceptional organizational and interpersonal abilities with a preference for working in a fast-paced environment.
- Professional demeanor, able to construct professionally written and oral communications.
- Sound critical thinking and analytical ability of situations and circumstances.

CERTIFICATES, LICENSES AND REGISTRATIONS

N/A

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the team member is regularly required to sit, use hands and fingers, handle or feel, reach with hands and arms, and talk and hear. The team member is frequently required to stand and walk. The team member will walk about the property as needed, potentially climbing stairs or walking outside and around the facility. The team member must regularly lift and/or move up to 10 pounds and moderately lift and/or move up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate; however, during the renovation of a tenant space or common area of the property, the noise level may increase significantly.

DECLARATION

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.