

## **Assistant Project Manager**

### Assistant Project Manager Duties

#### Operations and Maintenance

- Receive Tenant calls and dispatch repairs to appropriate party. Follow up with tenants to confirm the requested work was completed satisfactorily. Close out tenant work order forms.
- Assist Project Manager with vendor/contractor bid selection. Prepare new maintenance contracts for all vendors based on the accepted proposals.
- Work with the Project Manager in supervising both contracts and non-contract building services. Non-contract services will include supervision of maintenance personnel.
- Report significant operational problems to Project Manager and assist with resolving these problems as directed by PM.
- Assist Project Manager in annual operating budget preparation and tracking budget to actual performance on a monthly basis.
- Set up and maintain vendor files, including tracking insurance certificates.
- Prepare monthly on-call list and correspondence as needed with answering service and alarm monitoring company.
- Work with AP/AR teams to ensure all invoices are processed quickly, and are coded in accordance with the budgets.
- Complete regularly scheduled property and grounds inspections, and complete inspection forms as required per management agreement. Dispatch and supervise any work required as a result of inspections.
- Cross-train with AP/AR to fully understand invoice processing; provide back-up coverage as needed.

#### Marketing and Tenant Relations

- Tour the vacancies on a monthly basis to assure cleanliness of the suites; ensure floor plans and other marketing materials are up to date.
- Respond to tenant concerns relating to maintenance issues and take corrective actions. Maintain maintenance call log.
- Ensure tenants have emergency manuals, information handbooks, office and mail box keys and signage in accordance with building sign criteria.
- Order (or remove) tenant signage, directory strips, etc. as tenants move in and move out.
- Check out card keys to tenants; maintain card key log.
- Work with leasing team to ensure coordination of new tenant orientation, tenant improvements, and move-in.
- Coordinate printing, mailing or delivery of special tenant correspondence (i.e. Christmas cards & gift baskets, including move-in baskets).
- Maintain tenant and vendor emergency contact information.

- Monitor and control vendor and tenant insurance certificates.
- Work with the Project Manager in developing a comprehensive tenant relations program. Upon development of the program, implement the activities which will provide timely, positive response to the tenants needs and requests. Examples of program include coordinating blood drives, flu shots, tenant advisory board meetings, etc.
- Act as primary interface between event organizers and tenant representatives for special events.
- Maintain property books to ensure updated information is available.
- Communicate with engineering staff on any project events, tenant move ins/outs, and any vendor projects they should be aware of.

### Special Projects and TI Coordination

- Interface with Construction Manager with issues related to common areas or tenant concerns as they relate to property development and warranties.
- Interface with accounting, marketing, and property/portfolio management on related issues.
- Monitor general contractors (up to three technical disciplines, i.e.: electrical, HVAC, structural, painting, carpeting, carpentry, sprinklers, plumbers) on TI projects to confirm completion of improvement work to professional standards.
- Responsible for updating the Project Manager of the current status of projects under construction.
- Preparation and coordination of architectural/contractor contracts, value engineering, bidding, contract negotiation, and contract management of capital projects (exterior painting, seal coating) and large improvement projects (exterior door replacement, lighting retrofits, exterior projects).
- Preparation and coordination of architectural/engineering contracts, value engineering, bidding, construction contract negotiation, and construction management for second generation tenant improvement or remodel work.