



HARVARD

Human Resources

RECRUITMENT SERVICES

Auto req ID	37702BR
Business Title	Assistant Property Manager
School/Unit	Campus Services
Sub-Unit	Harvard Real Estate
Location	USA - MA - Cambridge
Job Function	Facilities
Time Status	Full-time
Schedule	Monday - Friday 8:30-4:30
Department	HRES
Salary Grade	056
Union	00 - Non Union, Exempt or Temporary
Duties & Responsibilities	<p>The Assistant Property Manager (APM) reports to a Property Manager (PM) and works as part of a Property Management Team with the HRE Operations Group. The APM plays a key role in the operation of a diverse portfolio of buildings within the greater HRE portfolio. The HRES portfolio consists of 3.3 million square feet located in Allston and Cambridge, MA. Essential tasks of the APM include a key role in all operations relating to vendor service providers throughout their assigned portfolio. The APM provides exceptional service as the lead point of contact for tenant communications and lease administration in a fast-paced property management organization.</p>
Basic Qualifications	<p>This position requires a college degree as well as 7 years building management related experience. Knowledge of Microsoft Office and ability to learn other business software programs is required.</p> <p>** Note: Some responsibilities may shift depending as the needs of HRE change</p>
Additional Qualifications	<p>Must be able to provide excellent customer service, work effectively with diverse people, handle confidential or sensitive information appropriately, manage multiple tasks and work well under pressure, manage time and tasks effectively without close supervision, enjoy solving problems, and communicate clearly orally and in writing. Harvard experience helpful. RPM certification preferred.</p>
Additional Information	<p><u>Personnel Management</u></p> <ul style="list-style-type: none">Provides day to day direction to the Property Administrator (PA) and Property Operation Assistants (POA) or contracted



HARVARD

Human Resources

RECRUITMENT SERVICES

maintenance vendor (GCA) in regards to addressing the needs of the tenants and their assigned properties.

- Provides feedback related to PA and POA performance for disciplinary actions, performance evaluations and other employment actions.
- Participate in interviewing process for PAs and POAs. Recommend candidates for employment.

Operational:

- Project management of assigned operating projects (budgets under 100k) and tenant renovation projects.
- Manages terms and conditions of assigned commercial leases. This includes, but is not limited to: financial obligations of tenant, common space maintenance, etc.
- Conducts regular property inspections to identify issues. Develop and implement plans to resolve.
- Follows up on work orders with tenants and/or service providers as necessary; reviews work order reports monthly with PM.
- Receives calls and enters work orders into the Building Engines work order system; follows up on work orders with tenants and/or service providers as necessary; reviews work order reports monthly with PM.
- Coordinates with maintenance, security, cleaners, etc. to complete actions items; orders and maintains building supplies; acts as primary contact and coordinator for vending machines, building access system, etc.; implements building-wide recycling and composting programs as appropriate.
- Collects, analyzes and reports operational metrics monthly, quarterly and annually.
- Provides coverage and assumes property management responsibilities as needed for other members of the HRE Property Management Team; works as part of the team to recommend and implement changes to improve cost-effectiveness and service quality.
- Implements sustainable initiatives throughout the portfolio. Serves as the lead contact for energy conservation / utility monitoring utilizing the University's various utility monitoring software systems.

Vendor management:



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Human Resources

RECRUITMENT SERVICES

- Serves as primary contact for (and communicates regularly with) service providers, including trades people, maintenance, security personnel, contractors, etc.
- Manages a full range of vendors ranging in contract size of \$10k to \$400k to include HVAC, electrical, plumbing, security, and janitorial, etc. to ensure the adherence to service contracts and the full completion of property repairs or service requests.
- Recommends vendors as needed for assigned projects.
- Recommends termination of vendor contracts if vendor is not fulfilling terms of the service contract.
- Meets service providers for bidding/ job scope reviews and entry into buildings; contacts and dispatches service providers when a call goes beyond POA capability.

Customer Service:

- Serves as a primary point of contact for tenant/occupants. Ensures effective tenant/occupant communication.
- Responsible for coordination of all safety training and emergency evacuation drills with the University's EH&S department.
- Manage all building-related special events and projects as assigned.

Financial & Administrative:

- Assists with the development of lease, operating and capital budget by gathering and documenting relevant information; reviews/analyzes expenses, provides information for forecasts, and actively assists with effective cost management.
- Assist in the processing of invoices and reimbursements via HComm; maintains P-Card back-up; ensures that expenses have received appropriate approval; coordinates with Financial Services, AP and others as needed.
- Follows up on rental delinquencies via telephone and correspondence as directed by Sr PM.
- Answers the telephone and responds to general inquiries from tenants, service providers, community members, etc.
- Participate in classroom, on-the-job and other training and professional development.



HARVARD

Human Resources

RECRUITMENT SERVICES

- Performs other job-related duties as assigned.

Pre-Employment Screening

Education
Identity
Employment

EEO Statement

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation or any other characteristic protected by law.