

**JOB DESCRIPTION**

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**New Position**  
**Date Created: 8/31/2020**

**Revised Job Description**  
**Date Revised:**

Position Title: Property Manager – Krause Group Real Estate  
 Department: Krause Group  
 Reports to (Job Title): Area Property Manager  
 FLSA Status: Exempt

**A. BROAD SCOPE AND Purpose of the Position: State briefly the principle purpose of this position.**

The Property Manager will oversee one or more commercial real estate properties as assigned. He or she will lead a team of internal and external associates who are responsible and accountable to plan, implement and monitor operations, profitability, quality of service, care and maintenance of assets, leasing, marketing and tenant relations of the properties while maintaining the company investment and the highest level of customer service.

**B. ACTIVITIES: Please list primary duties and responsibilities which are essential parts of this job along with the percent amount of time spent on each duty and or responsibility.**

% of  
Time  
25%

**Principal Functions of the Job**  
**Property and Maintenance**

- Ensure the property is maintained in pristine conditions at all times
- Analyze onsite issues and the changing needs of the property and provide suggestions for modified protocol to Area Property Manager
- Provide feedback and suggestions for capital improvement and renovation decisions
- Create, modify, and implement security protocol as necessary
- Review daily security/incident logs
- Walk property for any damages or necessary maintenance weekly, and ensure the maintenance and leasing staff is walking the property daily
- Ensure pre-inspections are complete, accurate, documented, and billed
- Ensure accurate and detailed notes in taking and completing of service requests by all personnel

20%

**Leadership**

- Exemplify the highest level of customer service
- Recruit, select, train, motivate, coach, counsel and discipline on-site personnel
- Provide clear and detailed directives to all onsite personnel personally or through subordinate associates
- Conduct Annual Performance Reviews with all onsite personnel
- Conduct on-going training
- Review and approve all payroll timesheets
- Maintain high associate morale and lead by example



- 15%**            **Tenant Relations**
- Create market-leading, positive customer service outlook
  - Promote harmonious relations among tenants, staff and surrounding community
  - Ensure that all tenants are notified of building issues and other urgent and important issues in a timely manner
- 10%**            **Marketing and Public Relations**
- Verify Market Survey results and submit to Area Property Manager monthly
  - Maintain current knowledge of market trends and industry conditions for the area and nationally
  - Maintain favorable image and relationship with area properties, neighbors, and city personnel
- 10%**            **Budgeting & Rent Collection**
- Lead the formulation of the properties' operating budget
  - Ensure all expenses fall within budget and seek approval for expenses that exceed the budget
  - Ensure all associates are following the purchase order protocol
  - Provide budget variance explanations
  - Ensure all accounting and reports are entirely accurate
  - Ensure all rent collection procedures are executed correctly
  - Responsible for filing notices as necessary
  - Provide a monthly occupancy report
  - Process all invoices
- 10%**            **Leasing**
- Create and implement the strategic marketing plan for vacant spaces
  - Ensure bi-weekly inspections of vacant spaces are completed by associates
  - Perform routine lease audits
- 10%**            **Risk Management**
- Identify and correct potential liability issues with both the physical facility and tenants
  - Minimize risk exposure and losses
  - Ensure all vendors have the required insurance coverage and certificate before work is performed onsite
  - Have all service contracts reviewed and executed by corporate legal department
  - Ensure all staff members proactively communicate and document safety issues that arise throughout the community
  - Report all liability and property incidents to the Area Property Manager immediately following an incident.
  - Ensure all Workers' Compensation claims are reported and proper paperwork is completed
- N/A**            Other duties as assigned.



N/A Responds to the needs and requests of clients and Krause Group leaders, associates, residents, contractors and family members in a professional and expedient manner.

N/A Adheres to all company policies and procedures.

**C: SUPERVISORY RESPONSIBILITIES:**

Position has supervisory responsibilities. This role will have significant influence with other financial roles and will likely have direct reports in the future.

- Responsible for carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsible for the overall direction, coordination, and evaluation of assigned unit, department, or group.
- Responsible for interviewing, hiring, and training or causing the training of associates within assigned unit, department, or group.
- Responsible for ensuring the performance management assessment for each individual within the assigned unit, department, or group is conducted and completed according to company policy no less than once every 12 months.

Position has no supervisory responsibilities. This position has no supervisory responsibilities and no direct reports.

**D. LEVEL OF SUPERVISION RECEIVED:**

- This position will receive close daily/hourly supervision.
- This position will have access to supervision as needed to resolve issues or problems.
- This position will require little direct supervision, and will perform based on broad instructions or direction.

**E: REVIEWS AND APPROVALS:** List the typical decisions that this position is required to make. Please indicate what kinds of constraints, policies, and procedures are placed on decision making.

Example of decisions that can be taken without conferring with supervisor.

- Most all decisions unless they involve major capital spending or additional resources

Example of decisions that can be taken only after conferring with supervisor.

- Add headcount to departments
- Major capital expenditure
- Unbudgeted operating expenditures over \$1,000

- Final budget approval

**F. KNOWLEDGE AND EXPERIENCE:** Detail below the qualifications and experience this position requires. Be sure to include only those areas that are essential to this job.

#### Education/Experience

*List the minimum education for the job, and any additional education that would be preferred or beneficial.*

*Indicate the minimum number of years of experience required to be eligible for the job. Indicate whether the experience must be in the same capacity or it can be related and describe.*

- 3-5 years of experience in property management or hospitality related roles, 2 years of progressive leadership roles within property management

#### Minimum Skills and/or Knowledge Required

*Detail any specific knowledge, skills, certifications, or abilities needed to perform the job not encompassed in the above categories.*

- Excellent customer service
- Established leader
- Capable of creating from scratch and refining new processes. Doesn't need systems and processes set up already and willing to be hands on. Willing to work in spreadsheets and have limited people resources.
- Comfortable in a dynamic, fast-paced environment. Is adaptable and learns quickly.
- Excellent negotiating skills
- Adept at multi-tasking and prioritizing; highly organized
- Driven, self-starter with detailed oriented personality and strong work ethic

#### Leadership Competencies

- Communication: Delivers clear, effectively communicates and listens to others
- Conceptual Thinking: Recognizing patterns, trends, themes, and connections in information to develop innovative ideas or approaches
- Constructive Engagement: Expresses ideas and disagreements, constructively resolves conflict, and encourages others to do the same
- Customer Orientation: Meets the expectations and needs of internal and external customers
- Decision Making: Makes good decisions in a timely manner
- Empowerment: Takes initiative and solves problems
- Talent Development: Maximizes potential and improves overall performance
- Influence: Proactively builds relationships and influences others
- Analytical Thinking/ Problem Solving: Accurately assesses problems and effectively and efficiently arrives at solutions



- Strategic Thinking: Understands the current state and is able to visualize the ideal state and how to achieve it

**G. PHYSICAL REQUIREMENTS OF THE JOB**

- Normal office environment, primarily seated, using computer, phone and other routine office equipment.
- Normal property management environment, primarily standing or walking, may lift up to 50 pounds.
- Other (please describe):

**Physical Demands**

The physical demands described here are representative of those that must be met by an associate 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 associate is regularly required to communicate in person and on the telephone. The associate is frequently required to use hands to finger, handle, or feel in order to operate computer keyboard, office equipment, and other essential tasks. The associate is frequently required to sit, stand, walk, bend, stoop, crouch, and reach with hands and arms. This position infrequently lifts, carries, or otherwise moves and positions objects weighing up to 25 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an associate 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.

**Additional Information**

Duties and responsibilities, as required by business necessity may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

I have read and understand the responsibilities of the position. After training, I would be able to perform all essential job functions, with or without reasonable accommodation.

\_\_\_\_\_  
Associate Signature

\_\_\_\_\_  
Date



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Supervisor Signature

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Date