

Position: Associate, Assistant Property Manager
Department: Property Management
Reports To: Senior Associate, Property Manager

Bulfinch is a third-generation commercial real estate firm specializing in the acquisition, development, management, and repositioning of commercial properties in Greater Boston. Since 1936, Bulfinch has taken a unique approach to creating value in commercial real estate and has successfully evolved and adapted to industry changes and the needs of all our stakeholders. The firm was founded on a commitment to our employees and the culture we began cultivating 85+ years ago embodies our entrepreneurial spirit and sense of family.

We are looking for a stellar Assistant Property Manager who will be responsible for multiple properties within the greater Boston area. This person will be a team player eager to provide our clients (owners, lenders, tenants, etc.) with the highest level of service through providing property management support for assigned properties in accordance with the standards and procedures of the Company.

Role + Responsibilities:

- Under the guidance of the property manager, take the lead on tenant relations within the portfolio, including but not limited to:
 - Coordinating and communicating with tenants
 - Promoting the properties and coordinating tenant events
 - Establishing and maintain positive relationships with tenants
 - Providing high quality customer service
 - Taking an active role in tenant retention
 - Fielding tenant requests of various urgency levels
 - Managing and following through on tenant work order requests
 - Demonstrating a sound understanding of tenant lease terms and obligations
- Perform financial functions such as assisting in the budgeting process, maintaining budgets, communicating and explaining budgeting variances on a monthly basis, processing vendor invoices, aiding in the preparation of accruals and reforecasts, and executing accurate and timely tenant billing
- Assist the Property Manager in engaging and reviewing vendors, and conducting annual evaluation of vendors and contracts
- Provide project and property management support to Property Manager, Engineers, and Field Operations Team by scheduling contractor work, communicating property and company protocols to vendors, expense tracking, and maintaining vendor COIs to ensure compliance

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- Ability to adhere to institutional partners' policies and requirements regarding initiating the RFP process, evaluating potential vendors, and performing due diligence
- Assist with the oversight and management of any capital or tenant improvement projects
- Assist Property Manager with compiling and tracking property level Utility and Sustainability information to support Company and Partner metrics and initiatives
- Own administrative tasks, including but not limited to producing, modifying and /or distributing various contracts, spreadsheets, manuals, information packages, vendor and emergency contact lists and miscellaneous deliverables
- Maintain tenant manuals, safety procedures documents, and tenant contact information to ensure data is always up to date
- Ensure all outgoing communications adhere to the branding and communications policies of the firm and institutional partners
- Assist with office administration such as ordering supplies, maintaining files, etc.
- All other projects as assigned
- Must be on various sites daily
- Requires frequent local travel between properties within a 30-mile radius

Qualifications:

- A bachelor's degree with a concentration in business, management, or real estate preferred
- At least two years of experience as an Assistant Property Manager, or at least three years of experience as a Tenant Coordinator at a reputable Commercial Real Estate Firm
- Excellent customer service and financial acumen
- A sound understanding of CRE budgeting process; prior experience with Yardi and MRI preferred
- Detail oriented with the ability to interpret lease terms
- Excellent written and verbal communication skills; experience communicating with executives, stakeholders, clients, and vendors preferred
- Problem solving mindset with strict attention to detail
- Must be a team player
- Balanced demeanor of professionalism and enthusiasm with a dynamic personality, strong interpersonal skills, and a proactive attitude
- Ability to work independently while also being a team player, driven by excellence and looking to advance within the organization
- Must be a self-starter, self-disciplined, and highly organized
- Must be able to physically visit and inspect all areas of the property
- Working knowledge of Microsoft Office, with high proficiency in Excel and Word
- Must be computer savvy and have a familiarity with preventative maintenance and work order software programs, as well as budgeting software
- Proven customer service and problem-solving skills

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- Highest work ethics and sound judgment
- Ability to respond real time and to work under pressure and deadlines
- A car and current Driver's License

The heart of Bulfinch is our people. We are committed to the individual growth and development of our most important asset - our team members. Bulfinch offers top-tier benefits and career-enhancement opportunities to all employees. We celebrate diversity and are committed to creating an inclusive environment for all employees. Bulfinch is proud to be an Equal Opportunity Employer.

As an equal opportunity and affirmative action employer, Bulfinch is committed to a diverse workforce. If you are a qualified individual with a disability or a disabled veteran, you have the right to request a reasonable accommodation if you are unable or limited in your ability to use or access Bulfinch's career website as a result of your disability. You can request reasonable accommodations by emailing Human Resources at hr@bulfinch.com or by calling 781-707-4000 and asking for Human Resources. Thank you for your interest in Bulfinch.