

# American Assets Trust

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Title: Tenant Services Coordinator  
Status: Full-Time, Non-Exempt  
Reports to: Property Assistant  
Location: Lloyd Properties - Portland, Oregon  
Date: October 2018

## **Overall Responsibilities:**

The Tenant Services Coordinator (TSC) is responsible for responding to the day-to-day tenant and visitor requests, and after-hours contractor access. The TSC is also responsible for maintaining the appearance of the office area, including the kitchen, workroom, and conference rooms. The TSC must have strong customer service/tenant relation skills, as well general office knowledge.

## **Essential Responsibilities:**

- Basic reception duties, including but not limited to: Greet and direct visitors; answer phones and dispatch or route calls as necessary; open and distribute mail and package deliveries; produce and distribute daily security bulletins as well as daily conference room schedules.
- Route and respond to work orders through Building Engines; dispatch as necessary. Update and close work orders as appropriate.
- Track, respond and manage Conference Room scheduling requests, either through outlook or through Building Engines.
- Manage the tracking of Vendor/Contractor insurance certificates (verifying they are correct); input COI into Building Engines or file if appropriate.
- Maintain accurate and complete records of vendors, tenants, emergency contacts, special projects, tenant lease files, property files and vendor documents. This includes paper and electronic filing. Update and distribute vendor and emergency tenant contact lists.
- Assist in drafting and distributing tenant memos & announcements.
- Send out periodic requests for updated tenant contact and emergency information, as well as the annual holiday schedule.
- Manage tenant contacts in Building Engines, Outlook and Excel – distribute updated tenant lists as needed.
- Prepare and distribute License Agreements as needed.
- Enter invoices into accounting software; while developing a basic understanding of property accounting.
- Maintain supplies for work room, conference rooms and kitchen; place orders as needed.
- Assist in coordinating tenant moves, deliveries, and tenant move-in meetings.
- Assist with Annual Tenant Emergency Response training.
- Assist with planning and coordinating special events, building events and community outreach.
- Other duties and special assignments as assigned.

## **General Position Requirements:**

- Must be highly organized, and possess excellent interpersonal and customer service/tenant relation skills.
- Demonstrates initiative, professionalism, integrity, and exercises confidentiality in all areas of performance. Needs to possess a positive outlook with ability to stay organized with attention to detail and efficient under pressure.
- Excellent communications skills. Ability to communicate in a positive and professional manner with senior executives, corporate personnel, tenants, employees and vendors. Must have professional demeanor and strong interpersonal skills.
- As the hub of communication, this position is responsible for sharing and coordinating work flow. This position ensures all internal office communication is managed in a timely manner.
- Must be proficient in Microsoft Word, Excel and Outlook.