

Tenant Engagement Manager

Multiple locations

Columbia Property Trust is currently seeking a **Tenant Engagement Manager (TEM)** for our **Washington, D.C., San Francisco, CA and New York, N.Y.** offices. The Tenant Engagement Manager is responsible for the consistent delivery of a high-quality, hospitality-based service experience to all Columbia (CXP) tenants. This includes the oversight of CXP's full-service experience and the traditional long-term leased office spaces.

Key Responsibilities:

- Cultivate and maintain cordial, service-oriented relationships with tenants and is visible and accessible to them.
- Act as the primary day to day contact for tenants:
 - Handle tenant requests and concerns promptly and personally whenever possible.
 - Take ownership of issues until resolved to the satisfaction of the tenant.
 - Perform regular tenant check-ins for quality assurance and high-quality hospitality.
- Oversee contracting process for third party building service providers - janitorial, security, life safety, etc.
- Provide primary oversight of CXP's full-service experience and staff.
- Manage property amenities and the delivery of related services to tenants.
- Plan and manage tenant events in compliance with CXP's tenant experience protocols.
- Oversee property Concierge and associated programming. Ensure the proper training of Concierge personnel in compliance with CXP standards.
- Support the property leasing effort in conjunction with the leasing team, facilitating and conducting tours and other events as required.
- Manage TRM Compliance for VTS Platform and coordinates platform maintenance as required.
- Manage vacant space inventory to support leasing effort and to ensure product quality.
- Work with asset management, marketing and leasing teams to help build and establish a bespoke property community, utilizing CXP tenant engagement technology, tailored events and customized service offerings.
- Work seamlessly with other members of the property management team, including Property Manager, Administrative Manager and Operations Manager to ensure the achievement of CXP's goals for the property.
- Coordinate with Property Manager and Financial Manager to ensure proper administrative and financial management of the property, including participation in annual budget process, collections and financial reporting.

Supervisory Responsibilities:

- Oversee and coordinate building personnel and services to ensure the delivery of excellent service to CXP's tenants.

Essential Functions:

- Act as the primary day to day contact for tenants.
- Cultivate and maintain cordial, service-oriented relationships with tenants and is visible and accessible to them.
- Provide primary oversight of CXP's full-service experience and staff.
- Manage property amenities and the delivery of related services to tenants.

Competencies:

- Ability to multi-task and work well in a team.
- Must be proficient in Microsoft Office.
- Must have excellent verbal and written communication skills.
- Must be a self-starter, self-disciplined, and highly organized.

Required Education/Experience:

- Undergraduate college degree required.
- Minimum of three years of progressive experience in a supervisory customer/tenant/guest service role.
- Minimum of three years of progressive experience in hotel or property/facility operations experience, including personnel management, contracting and management of building services, building security, conference center management, departmental budgeting and expense management.
- Applicants must be authorized to work for any employer in the US.

Preferred Education/Experience:

Hospitality industry background preferred.

Travel Required and Percentage:

Less than 5%.

Physical Demands

The worker is sitting most of the time but will often include tasks involving light work, exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, viewing a computer terminal and extensive reading. The worker is constantly typing into a computer, and occasionally other office productivity machinery (such as a calculator, copy machine, and computer printer). The worker needs to occasionally move about inside the office to access file cabinets, office machinery, etc. The worker may need to visit construction jobsites to review the progress of work, meet with the project management staff, lender inspectors and related parties. These visits may require the use of protective equipment and may entail visiting jobsites where agility is required to move around the site.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Company Background

Columbia Property Trust creates storied properties for legendary companies in New York, San Francisco, Washington D.C., and Boston. The Columbia team is deeply experienced in transactions, asset management and repositioning, leasing, development, and property management. It employs these competencies to grow value across its high-quality, well-leased office portfolio and properties under management for private investors and third parties. Columbia is traded on the New York Stock Exchange under the ticker symbol CXP and has investment-grade ratings from both Moody's and S&P Global Ratings. For more information, please visit www.columbia.reit.

Columbia is proud to be an Equal Opportunity Employer – Veterans/Disabled and other protected categories.