

Tenant Services Coordinator

Washington D.C.

Columbia Property Trust is currently seeking a **Tenant Services Coordinator** who will represent the company as the first point of contact for all tenants and guests as well as the Tenant Administrators. They will administer tenant service requests and monitor response time, provide primary administrative support to the Property Manager and the Assistant Property Manager and serve as liaison between tenants, engineering and security staff, janitorial vendor, and other service providers.

Key Responsibilities:

- Open the management office for business daily and provide coverage for the reception desk.
- Develop and maintain filing system for general building, lease, vendor, and contract files as applicable.
- Maintain building calendar and user requests from affiliated contacts and tenants and maintain and update tenant contact and emergency information lists. Distribute updated information to team members.
- Update lease files with amendments and other lease-related documents as needed.
- Maintain office equipment leases and coordinate timely repair.
- Maintain current certificates of insurance (COI) for tenants and vendors as they become available and receive COI for non-contracted vendors on behalf of tenants.
- Submit monthly request to property accountant to apply all Prepays to charges at beginning of month.
- Provide interface with the cell site administrators to resolve agreement and billing issues.
- Process all invoices, set up contract vendors on recurring cycle, run vendor history and GL reports on vendors, communicate with vendors, etc., process and route invoices, and run quarterly GL reports and vendor history reports for reference.
- Prepare monthly export reports and prepare monthly tenant billback invoices.
- Set up all tenants and subtenants in system with lease IDs for billback purposes.
- Submit adjustment forms for non-exported billbacks to lease administration.
- Provide utility and tenant billback accruals to property accountants.
- Request information from vendors on any proposed increases from contracted vendors and utility companies; project expenses using PY and YTD information and projected increases based on historical expenses.
- Promptly respond to tenant work order requests and track resolution. Forward any non-standard requests not submitted in work order system appropriately.
- Prepare purchase orders and standard form contracts for vendors and suppliers as directed by the Property Manager.
- Administer access requests by tenants, vendors, and contractors.
- Collaborate with vendor on composting initiative and waste audit, handle service issues such as missed pickups, overflows, etc. Coordinate with recycling vendor on service levels for property; establish and maintain composting program for buildings – janitorial training sessions, tenant trainings and materials, walk through of all of tenant offices, bin placement in tenant spaces, work with janitorial staff to monitor composting program in each building.
- Secondary support for Energy Star profiles, building profiles, property quality assessments, tenant TI's, signage, vendor proposals, etc.
- Assist with preparation of LEED submittal, Toby Award, BOMA 360, and other projects requiring documentation and presentation materials.
- Primarily responsible for communication to tenants on such issues as power shutdowns, maintenance work, building holidays, tenant events, etc.
- Serve as primary liaison between tenants, engineering and security staff, janitorial vendor, etc.
- Send email notices and create posters for tenant events as well as assist with organizing the events.
- Provide information to new tenants on system and general building information.
- Contribute to the implementation of the Quality Tenant Service program: includes support for tenant-related activities and focuses on attaining the desired tenant satisfaction scores on tenant survey.
- Assist in managing the tenant's move-in/move-out process to minimize disruption to remaining building occupants.
- Maintain hard and soft copies of tenant contacts, after-hours, and tenant accounting contacts.
- Maintain and update property website with relevant content.
- Conference center management, flex space common area management, and event coordination.

Qualifications:

- Associates Degree or equivalent work experience.
- One to two years of related work experience in a similar role preferred.
- Strong computer software skills (particularly Microsoft Office).
- Excellent prioritization, organization, and multi-tasking skills.
- Strong administrative, time management, and phone skills are necessary.
- Must be customer-oriented with excellent oral and written communication.
- Should have general understanding of the accounting systems (accounts payable and receivable).

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 will also need to occasionally 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 owns and operates Class-A office buildings concentrated in New York, San Francisco, and Washington, D.C. With corporate leadership in New York, San Francisco, Washington D.C., and Atlanta, we bring together both local expertise and deep experience in transactions, asset management and repositioning, leasing, and property management. We use these competencies to grow value across our high-quality, well-leased portfolio while maintaining a strong balance sheet.

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