



H E R T Z  
I N V E S T M E N T  
G R O U P

## **TENANT SERVICES COORDINATOR - JOB DESCRIPTION**

### **Tenant Services and Administrative Duties**

- Coordinate tenant requests for maintenance, janitorial and other services.
- Interface daily with service providers and building engineers.
- Maintain tenant, vendor, lease, and property files.
- Ensure vendor and tenant certificates of insurance are up-to-date.
- Issue building and parking deck access cards and maintain lists.
- Review and maintain reports generated by Security, Janitorial and Building Maintenance.
- Issue purchase orders and match-up with invoice.
- Record and distribute minutes from the Operations Meetings.
- Coordinate tenant events and annual fire drill meeting.
- Perform a variety of administrative tasks including, but not limited to, phone support, scheduling services, meeting coordination, filing, etc.

### **Accounting Duties**

- Review and code all invoices for processing.
- Enter invoices into accounting system and produce payables report.
- Cross-train and fill-in when necessary on accounts receivable duties.

### **General Administrative Duties**

- Open Property Management Office by 8:00 AM and close at 5:00 PM, Mon-Fri.
- Excellent attendance is a requirement of the position.
- Compose and type correspondence and memos, as necessary.
- Answer all incoming calls by the third ring.
- Greet all visitors in a friendly and courteous manner.
- Open, sort, date stamp, and distribute mail appropriately.
- Keep work areas, waiting area, and kitchen clean and organized.

### **Qualifications**

- Requires basic knowledge of financial terms and principles.
- Strong proficiency with Microsoft Office Suite.
- Working knowledge of accounting software such as Yardi, MRI or Argus.
- Ability to communicate effectively and professionally with owners, tenants and coworkers. Must have exceptional verbal, written, and organizational skills.
- Willingness to assume other duties as required.

### **Education and Experience**

- Minimum of high school diploma and at least three years of related experience.