



Job Description: Commercial Portfolio Manager
FLSA Status: Exempt

InCity Properties Holdings, Inc. (www.incityinc.com; "InCity") is an expanding Puget Sound-based real estate property and asset management company managing both commercial and residential properties. Our portfolio of properties includes commercial and residential buildings of varying vintage, size and complexities. Our mission is to maximize the return on investment for the owners while always being fair, responsive, and objective to the tenants - the satisfaction of both the tenants and owners is key to our mission. As InCity continues to grow, the guiding principles of accountable service remain the core component of our philosophy.

The Commercial Real Estate Portfolio Manager will lead all day-to-day operations of a commercial portfolio within InCity; including tenant relations, marketing, operations and financial activities. This includes various reporting responsibilities, assisting in executing renewals and new leases (when applicable), handling all matters related to existing tenants within the portfolio, and ensuring a safe and marketable commercial portfolio. The individual will be "first in line" for all property related items and requires being strong in project management. The ideal candidate understands the criticality of tenant relations and requires minimal supervision while being the lead property manager on 7+ Class A properties. This role will also assist in managing others and will need to serve both as a manager and a mentor.

Key Responsibilities include, but are not limited to:

Reporting:

- Maintain continuous communication with the VP and Director of Commercial and the commercial team regarding the status of the commercial portfolio assigned
- Prepare monthly or quarterly status reports to be submitted to property owners, and properly follow up with owners on any questions received

Communication and Project Management:

- Maintain constant and detailed communication with the portfolio owner's representative
- Maintain constant communication with the tenants to be sure they are more than satisfied with the level of support and service
- Perform a walk-through of each property no less than weekly, assessing any potential maintenance needs
- Communicate with the accounting personnel to ensure accurate records, vendor charges, and accurate reporting of the financials
- Build and grow relationships with InCity's key vendors on this portfolio
- Investigate and resolve tenant and public complaints or other issues which may arrive

Assessments:

- Manage and evaluate performance of vendors on no less than an annual basis
- Recommend methods/ways to maintain/increase property values and/or reduce costs without negative impact

Budgeting:

- Lead the analysis, estimating, and reconciling of operating expenses ("CAM recs") for each property
- Meet financial objectives by collecting rents, forecasting requirements, preparing annual budgets and analyzing variances

Leasing:

- When applicable, assist in marketing and showing vacant space
- Enforce lease terms, coordinate new Tenant move-in, confirm TI work is completed and review Tenant termination forms upon move out

Maintenance/Engineering:

- Submit maintenance and repair requests to Engineering; meet regularly to follow up on outstanding requests.
- Schedule budgeted capital work or major renovations, ensure the proper care of each property; assist with large construction projects



Basic Required Qualifications

The Real Estate Senior Manager will have the following experience and attributes:

- Washington State Real Estate license
- Managed a portfolio of Class A buildings and/or a large multi-tenant building end-to-end
- A minimum of a Bachelor of Science or Bachelor of Arts degree (BS, BA) or equivalent education
- At least 5 years' experience in the commercial real estate industry
- Proficient in Microsoft Office 365 (word, excel, outlook)
- Washington State driver's license & use of personal vehicle
- Knowledge of real estate business practices and principles
- Excellent written and oral communication skills
- Demonstrated leadership ability, team management, and interpersonal skills
- Excellent analytical and organization skills
- Expert in multi-tasking and triaging prioritization
- Ability to maintain performance at a high level during stressful situations

Preferred Experience:

- Experience in AppFolio property management software
- Experience in industries which required a high degree of customer service

Compensation: DOE

Interested Candidates: Interested individuals should send a resume and compensation expectations to resume@incityinc.com