

Position title

❖ Tenant Relations Manager

Job summary

The Tenant Relations Manager is responsible for cultivating and maintaining positive relationships with all tenants. This role serves as the main point of contact for tenant concerns and acts as a mediator to resolve issues promptly and professionally. The manager supports property operations, ensures compliance with lease agreements, and promotes a harmonious community environment. The position is also responsible for the management of the Ave Maria Fine Art Gallery, the DFC Post Office, and the DFC Fitness Center.

Key responsibilities

Tenant communication and support

- Serve as the primary point of contact for tenant inquiries, concerns, and requests via phone, email, and in-person meetings.
- Ensure a prompt and satisfactory resolution to tenant issues by logging, tracking, and following up on all requests.
- Work closely with and communicate with other building services departments.
- Draft and distribute essential communications to tenants, including newsletters, notices, and memos regarding building policies, events, and maintenance.
- Oversight of outside food service vendor and building-wide custodial services vendor.
- Oversight of staff for Ave Maria Fine Art Gallery, the DFC Post Office, and DFC Fitness Center.
- Promote rapport and professional engagement with tenants, visitors, and building staff to foster a positive community.

Property operations and maintenance

- Coordinate with the maintenance and engineering teams to schedule and track work orders and repairs.
- Conduct regular property inspections to identify issues, ensuring the premises are well-maintained and in compliance with property standards.
- Coordinate move-in and move-out logistics, including providing welcome information to new tenants and performing inspections at lease-end.
- Process and track administrative tasks such as amenity requests and access cards.
- Conference Room scheduling.

- Oversight of storage cage availability and use

Lease management and compliance

- Enforce lease terms and house rules consistently and fairly.
- Support rent collection efforts by communicating with tenants who have outstanding balances and coordinating payment agreements.
- Assists with the maintenance of accurate and organized tenant and lease files.
- Track tenant and vendor insurance certificates to ensure they are current.

Community building and conflict resolution

- Mediate and resolve disputes between tenants in a professional and empathetic manner.
- Organize and coordinate community events and activities to foster a sense of engagement.
- Gather tenant feedback through surveys and direct communication to address needs and improve satisfaction.

Qualifications and skills

Experience

- Previous experience in property management, hospitality, or a customer service-related field is preferred.

Education

- A Bachelor degree is preferred.

Technical skills

- Proficiency in property management software, such as Yardi, is often a plus
- Strong computer skills, including expertise in Microsoft Office (Word, Excel, Outlook).

Soft skills

- **Communication:** Excellent verbal and written communication skills are essential for corresponding with diverse groups of people.
- **Customer service:** A professional and courteous demeanor with an emphasis on customer satisfaction.
- **Problem-solving:** The ability to handle unexpected issues and find effective solutions calmly and efficiently.
- **Organization:** Strong organizational skills and the ability to multitask and prioritize effectively in a fast-paced environment.

- **Patience and Empathy:** The ability to handle stressful situations and mediate conflicts calmly.
- ❖ **Compensation:** The salary range for this role is \$70,000–\$110,000 per year based on previous experience.