
Job Description
ZRES Management, Inc.

<u>Title/Grade:</u>	Director of Property Management (Exempt)
<u>Reports To:</u>	Chief Executive Officer
<u>Basic Function:</u>	To successfully manage, coordinate and supervise the operations of Newmark Grubb Zimmer's Property Management division, integrating these operations with the overall corporate strategic plan. To facilitate a productive and cooperative work environment and to identify, evaluate and plan for new opportunities in the Property Management division.
<u>Experience/Education:</u>	Must have a minimum of 7 years of specific industry experience in field property management and supervision. Bachelor degree in business administration or related field. Master's degree preferred. Must have a CPM, RPA, or CCIM designation and have a proven record of career advancement.
<u>Specific Skills Required:</u>	Excellent time management and communication skills, both written and verbal. Must be well versed in a variety of technology applications including but not limited to all Microsoft products and industry specific applications. Must be well versed in interpreting income statements, budget variance reports, and cash flow statements.
<u>Job Requirements:</u>	Valid driver's license with statutory insurance coverage and a driving record that indicates consistent responsible operation of a motor vehicle. Position requires the daily use of employee's car for travel to and from various locations. Employee will be reimbursed for the cost of said travel in an amount to be determined by the Federal government and consistent with standard practices.

Essential Job Functions:

Supervisory:

Provide leadership for the Property Management department. Establish, implement, enforce policy and procedures to insure excellent service and performance as called for in written management contracts and monitor the ongoing implementation of the plan seeking regular input from the property managers, accounting department and Client. Establish measurable business goals and objectives that supports the mission of the Company. Recruit, train, supervise and direct all staff in the Property Management

department including property managers, Client Help Desk and Chief Building Engineer. Maintain a high level of competency and morale and encourage an environment of collaboration among all team members. Recommend staffing needs, compensation levels, perform annual reviews, recommend training and career development.

Direct operations of the division (except accounting and risk management) including but not limited to:

- Staffing and training
- Coaching and performance reviews
- Property budgeting in conjunction with accounting department
- Owner reporting
- Delinquency, lease expirations, move-ins/move/outs
- Tenant satisfaction surveys
- Client relations
- New account takeover
- Vendor relations, contracts and management

Property Management:

The Director of Property Management will manage a specific portfolio of key accounts and as such will be responsible for the duties of a Senior Property Manager that will include development and implementation of an effective maintenance plan for assigned properties that enhances the owner's investment and improves occupant satisfaction. Regularly inspect properties to determine current and future maintenance needs. Develop and administer budgets for assigned properties. Issue work orders, inspect and approve work completed. Approve invoices for payment. Identify, budget, bid and supervise capital expenditures. Regular face to face meetings and reporting to owners.

Professional Development:

Publicly represent NGZ and encourage staff to seek professional advancement in programs leading to industry certification, i.e. RPA, CPM, CFM. Be actively involved in local civic and professional organizations. Demonstrate the interest and ability to be recognized as a leader.

New Business Development:

In conjunction with other NGZ associates, develop new business opportunities for NGZ in the areas of property management accounts, building maintenance service, Property Condition Assessments, the development of Facility Manuals or construction related jobs in tenant finish. These contacts will be developed by involvement in local business groups, business after hours, communications with Zimmer sales people and excellent new tenant relations. Co- responsibility for RFP responses and presentations to potential new clients.

The Director of Property Management will be recognized as a senior member of Newmark Grubb Zimmer and as such will be an active participant in management providing insight and direction as it relates to the overall execution of the divisional business plan.