



RED DEVELOPMENT, LLC

Job Description

Job Title: Operations Manager
Reports To: General Manager

A. RESPONSIBILITIES AND DUTIES

Summary

Responsible to oversee day-to-day operations for assigned RED Development asset(s). Oversee overall maintenance and implement preventive maintenance programs to maximize the owners' financial return and for the benefit of the tenants, customers and communities in which the assets are located.

Essential Duties & Responsibilities

Primary responsibility is to coordinate the operational activities of the assigned center(s), including the day-to-day activities of maintenance and repair, risk management, development and implementation of operational standards and specifications, tenant coordination/construction, service contracts of the retail properties.

Implements preventative maintenance programs to enhance the value and profitability of the center and effective cost control. Identifies problem areas and proactively works to improve the processes to maximize work performed.

Integral in implementing annual operating budgets, capital expenditures, and executes plan within guidelines. Financial responsibility for assigned center(s) to control CAM costs within the approved budget and for budgeting and improving net income beyond approved budget.

Maintains communication with tenants and employees to improve success of the property. Promotes effective business relationships to convey company operational policies.

Reviews General Ledger for accuracy and maintains the integrity of the approved budget line items and year-end accruals.

Ensures tenant compliance with lease requirements including tenant/landlord responsibility for repairs and maintenance, hours of operation and care of premises.

Ensures compliance with AIA, Building Codes and OSHA standards/policies and regulatory guidelines. Ensures a safe working environment for employees and takes corrective action. Understands employer responsibility and response time when workers are injured.

Contracts with outside vendors, including obtaining RFPs or bids, drafting contracts for approval and coding bills for processing. Monitors contractor performance. Approves payables.

Evaluates center for property needs and recommends improvements as required. Oversees the



condition and maintenance programs of key asset systems, HVAC equipment, electrical equipment and property vehicles.

Monitors on-site tenant construction for compliance with approved plans and performs punchlist for Tenant Coordination. Works proactively with tenant's architects and contractors to ensure timely construction schedules and openings.

Interface with the Marketing team and coordinate Facilities personnel to install marketing signs, setups and teardowns, etc.

Ability to communicate effectively and maintain positive relationships with tenants, vendors, employees, contracted personnel, managers and local government regarding center operations or personnel issues to ensure the smooth operation of the center.

Other duties as assigned.

Supervisory Responsibilities

Provides objectives, evaluates performance and gives interim and annual performance reviews of direct reports. Ensures compliance with company personnel policies and applicable laws. Direct reports to include Facility Technicians.

May supervise non-exempt, exempt or professional employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include recruiting, interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding, and counseling and corrective action; addressing concerns.

B. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Required: Bachelor's degree from four-year college or university; 3 - 5 years related experience and/or training; minimum 2-3 years management experience or equivalent combination of education and experience.

Must have thorough knowledge of construction, the day-to-day operations of maintenance and facilities, security and housekeeping functions, and the tenant relations requirements of managing retail properties.

Must have some knowledge of commercial real estate including a broad understanding of finance, leasing and legal.



PC literacy is required. Advanced knowledge of spreadsheet software required.

Language and Communication Skills

Strong written and verbal skills. Ability to understand and carry out industry specific written and oral direction. Positive, innovative approach to problem solving. Presents ideas in a clear, concise, understandable, and organized manner; negotiate, persuade, and modify opinion in order to reach the goals/objectives of the organization.

Reasoning Ability

Ability to define and solve problems, collect data, establish facts and draw valid conclusions. Ability to prepare detailed budgets and operating forecasts and analyze monthly reports for conformance to budgetary guidelines. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Other Skills and Abilities

Proven ability to work independently, be solutions-oriented and a forward thinker, perform well under the pressure of deadlines, adapt well to change, multi-task, work accurately with detail and as a team member. Must work in an organized, efficient manner with a high level of accuracy, attention to detail and follow-through.

Ability to exercise judgment and discretion and to cope with shifting priorities, difficult situations and deadlines.

Work Environment

This job operates in both inside and outside work; Work outside on building roof; regularly exposed to both hot and cold weather, dust, fumes, odors, noise, etc.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms and requires the ability to occasionally lift supplies up to 20+ pounds.

Disclaimer

This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.