

RED Development, LLC Job Description

Job Title: General Manager

A. RESPONSIBILITIES AND DUTIES

Summary

Manages, directs, and coordinates operations for assigned RED Development asset(s). Accountable to protect, maintain, and enhance the value of assigned asset(s) in order to maximize the owners' financial return and for the benefit of the tenants, consumers, and the communities in which those assets are located.

Essential Duties and Responsibilities

Primary responsibility is to direct and coordinate the operational activities of the assigned center, including the direction of the day-to-day activities of loss prevention, risk management, safety/security, maintenance, landscaping, snow removal and tenant build-out.

Full financial responsibility for assigned center for budgeting, reforecasting, and improving net income beyond approved budget.

Preparation and timely submission to owners of monthly reports and other periodic reports, in a format and on a schedule determined by the owner.

Assure the proper set up and termination of leases, the proper management of payables and receivables and the timely calculation, billing and receipt of operating expense escalations and CAM recoveries.

Collects all billed rents in full and on time.

Ensures effective cost control and profitability for center. Identifies problem areas and proactively works to improve performance. Recommends annual operating budgets and executes plan within guidelines.

Maintains communication with tenants to improve performance. Promotes effective business relationship to convey company operational policies.

Operation of each assigned property in a manner that provides the owner with optimum Net Operating Income.

Quantify and compare lease terms (rent abatements, TI costs, rental rates, etc).

Approves all lease abstracts prior to entry into MRI.

Reviews tenant accounts and originates adjustments for input into MRI.

Reviews and approves all year-end tenant reconciliations.

Prepares narratives and variance reports to be distributed with monthly financial statements.

Ensures compliance with lease requirements including operating requirements, hours of operation and use clause.

Minimize risk by monitoring and managing property, tenant and vendor insurance requirements; claims processing; building security; life safety policies, procedures and training; and employee safety.

Ensures compliance with OSHA. Monitors crime statistics. Ensures compliance with CMO procedures and applicable government regulations. Takes corrective action, as needed.

Contracts with outside vendors, including obtaining bids, executing contracts and executing purchase orders. Monitors contractor performance and approves payables.

Assure compliance with contracts pertaining to assigned properties.

Establish specifications, solicit and award bids for services from third party vendors.

Periodically solicit competitive bids for service.

Use contract forms approved by the owner.

Contracts include management agreements, lease agreements, license agreements, service contracts and construction contracts.

Evaluates center for property needs and recommends improvements as required.

Areas of emphasis include periodic inspections, preventative maintenance, code compliance (including ADA), energy management, vendor management, construction and design.

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. Works proactively with others to ensure minimal revenue loss from commencement dates.

Management and preparation of vacant space (in ready to show condition at all times).

Oversees Marketing and objectives. Programs are consistently innovative, targeted and effective; budget well prepared and executed; graphic quality and consistency maintained.

Maintains positive relationship with local community. Has good working knowledge of political and regulatory changes that may impact center operations. Takes corrective action and informs others as needed.

Other duties as assigned.

Supervisory Responsibilities

Hires, trains, and supervises center personnel. 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 may include Marketing, Facility Manager and administrative support staff.

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, counseling and disciplining employees; addressing complaints and resolving problems.

Working Conditions

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.

Qualifications

Education and/or Experience

Required: Bachelor's degree: 7-10 years experience Retail and Office Property Management

10 plus years experience and thorough knowledge of commercial real estate including a broad understanding of finance, leasing, legal, construction, the day-to-day operations of maintenance, security and housekeeping functions, and the tenant relations requirements of managing retail and office properties.

Basic understanding of accounting and accounting principles.

Excellent verbal and written communications skills.

Customer services and/or customer contact experience.

Fluency in basic computer skills (Microsoft Word, Excel, Outlook).

Financial analysis skills.

Ability to respond to emergencies at any time.

Preferred: CSM, CPM, or RPA designation

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.

Ability to communicate effectively with tenants, vendors, employees and managers regarding center operations or personnel issues to ensure the smooth operation of the center.

Reasoning Ability

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to prepare detail budgets and operating forecasts and analyze monthly reports for conformance to budgetary guidelines.

Other Skills and Abilities

Proven ability to work independently as a leader and as a team member. Ability to work in an organized, efficient manner with a high level of accuracy, attention to detail, and follow-through.

Ability to exercise judgment and discretion is critical to success. Must be able to cope with shifting priorities, difficult situations and deadlines.

Ability to work a rotating schedule during the hours of center operation.

Please send resume to hr@reddevelopment.com.