



RED Development, LLC
Job Description

Job Title: General Manager
Status: Full-Time/Exempt
Reports to: Regional General Manager

A. RESPONSIBILITIES AND DUTIES

Summary

Manages, directs, and coordinates operations for high-profile mixed-use development in downtown Phoenix. Accountable to protect, maintain, and enhance the value of assigned asset(s), and establish and build strong, positive relationships with tenants, colleagues, capital partners, and community partners in order to maximize the owners' financial return and for the benefit of the tenants, consumers, and the downtown community. Candidate must be an experienced professional, who has experience managing Class-A/top of market assets with the ability to ensure the property maintains the highest standards.

Essential Duties and Responsibilities

Primary responsibility is to direct and coordinate the operational activities including the direction of the day-to-day financial management and maintenance activities. Demonstrated ability to effectively manage operations teams. Evaluates center for property needs and recommends improvements as required and in conformance with budget. Areas of emphasis include periodic inspections, preventative maintenance, code compliance (including ADA), energy management, vendor management, and construction management. Works proactively with others to ensure minimal revenue loss from commencement dates.

- 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. Understands operation of mixed-use property and will make cost allocation recommendations based on governing legal documents and industry best practices.
- Maintains communication with tenants to improve performance. Exhibits strong, professional relationships with our tenants which can have a significant impact on occupancy and tenant retention. Promotes effective business relationship to convey company operational policies.



- Administering associations, which entails communicating/ coordinating with other unit owners with respect to the operation and maintenance of shared building systems, common areas, etc.
- Operation of each assigned property in a manner that provides the owner with optimum Net Operating Income.
- Develop strong understanding of lease terms including key economic points and both tenant and landlord responsibilities. Ensures compliance with lease requirements including operating requirements, hours of operation and use clause.
- 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.
- 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.
- Effectively manage parking garages, including the bidding/management of third-party staffing vendors and maximizing revenue opportunities during special events.
- 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. Collaborate with the team to effectuate potential stream-lining and cost-saving opportunities.
- 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. All service contracts are to be re-bid every 1-2 years including security, janitorial, landscaping, etc.
- Use contract forms approved by the owner.
- Management and preparation of vacant space (in ready to show condition at all times). Explore temporary leasing opportunities, tenant merchandising and/or advertising displays and at a minimum, have graphics and leasing signage placed in the windows.
- 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.
- Collaboration with marketing for on-site events, tenant partnerships, holiday operational needs, business development or other income generating opportunities.
- Other duties as assigned.

Supervisory Responsibilities

Hires, trains, and supervises center personnel. May supervise non-exempt, exempt or professional employees. 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.

Ensures compliance with company personnel policies and applicable laws. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.



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: 10 plus years' experience Retail and Office Property Management with high-end Class-A office experience required
- Mixed-use experience with in-depth retail experience highly preferred
- 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, office and mixed-use properties
- Basic understanding of accounting and accounting principles
- Excellent verbal and written communications skills
- Strong customer services and/or customer contact experience
- Proficient in Microsoft Suite
- 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.