



STRATEGIC CAPITAL  
P A R T N E R S

## **JOB OPENING**

*June 21, 2021*

### **TENANT SERVICES COORDINATOR – Indianapolis, Indiana**

This position provides an excellent opportunity to work on a variety of projects at our Lakefront at Keystone property. The role reports to the General Manager at the property and will interact with the Property Management and Engineering teams as well as the property's tenants on a regular basis.

#### Requirements:

- High school diploma required; associate's or bachelor's degree preferred.
- 1-3 years of experience in administrative assistance and customer service.
- Detail oriented with strong organization skills.
- Ability to work both independently and collaboratively.
- Ability to perform multiple tasks and meet deadlines.
- Ability to develop effective and constructive solutions to challenges and obstacles.
- Advanced written and oral communication skills with the ability to effectively communicate with tenants, guests, co-workers and vendors.
- Basic math and finance skills such as applying discounts, interest, commissions, proportions and percentages.
- Intermediate to advanced skill level in the Microsoft suite of products, including, but not limited to Excel, Word, PowerPoint and Outlook as well as various social media platforms.
- Commercial real estate experience preferred, but not necessary.
- Knowledge of commercial real estate accounting and/or management software such as MRI and Building Engines is a plus.

#### Responsibilities:

- Tenant Services
  - Maintain all tenant files and manage all tenant certificates of insurance in compliance with standards.
  - Manage the Conference Rooms rental calendar.
  - Manage Fitness Center memberships and billing.
- Reception Desk
  - Manage property management office switchboard.
  - Provide excellent customer service to tenants, vendors and visitors.
  - Distribute all incoming mail and prepare and send all outgoing mail, packages and special deliveries on a daily basis.
- Office Management
  - Manage office supplies, postage and breakroom purchasing within set budget.
  - Manage printer/copier supplies, repair and maintenance.
- Property Management Team administrative support
  - Produce and distribute general correspondence and memos as necessary.
  - Maintain all vendor files including certificates of insurance and W-9 management.
  - Maintain employee, client and customer contact databases.
  - Assist Property Administrator with tenant bill back invoicing.
- Engineering Team administrative support
  - Maintain and manage work order, access control and vendor access systems.

- Prepare documentation and process miscellaneous tenant service requests.
- Collect monthly electric readings for tenants with supplemental units.
- Assist with promotion of park amenities, social areas and events including coordination with SCP Marketing as required.
- Act as liaison between property management and SCP corporate office.
- Assist with other administrative and team initiatives, as needed.

Pay is commensurate with job responsibilities and the individual's experience level. Strategic Capital Partners offers a competitive pay structure including bonus and a comprehensive benefits package. To apply, please send resume to Dina Randall, VP – Human Resources, at [drandall@strategiccapitalpartners.com](mailto:drandall@strategiccapitalpartners.com) or 280 E. 96<sup>th</sup> Street, Suite 250, Indianapolis, IN 46240.

**About Strategic Capital Partners, LLC**

Strategic Capital Partners, LLC (SCP) is a commercial real estate developer who invests in, develops, owns and operates properties in top tier submarkets in Charlotte, Cincinnati, Indianapolis, Nashville, Northern Virginia and Raleigh/Durham. SCP is the general partner in more than \$1 billion of office, industrial, multi-family and student housing properties which total nearly nine million square feet. The SCP team includes real estate professionals with many years of industry experience in private equity, development, banking, property management and brokerage including Gene Zink and Richard Horn who were both long-serving senior executives at Duke Realty (NYSE: DRE). For more information, please visit [www.strategiccapitalpartners.com](http://www.strategiccapitalpartners.com).