

Robinson Park – Indianapolis, IN

Full Job Description

Tenant Service Coordinator

Pick up mail from mailbox

MRI Work Speed Work order responsibility run reports etc.- track customer delight

Provide tenant support to workorder system access, conference room reservations, guest access portal

Follow up with tenant regarding any work orders/concerns to confirm were completed to their satisfaction.

Communicate reoccurring tenant issues and complaints to Stefan/Jeff

Field all incoming calls – try to answer as many questions/calls as you can – put them on hold and ask one of us if you need to. People need to utilize you as their resource. You are hub of the office.

Monitor and coordinate Conference Room reservations

Coordinate dock and service elevator usage

Vertical Communication- Captivate screens in elevator advertisements

Update electronic tenant directories

Tenant event planning, tenant quarterly meeting, monthly property team meeting

Art Wall/Box Coordination- Coordinate with local groups to have artist present work in display boxes on exterior of the garage

Create and send to tenants – building correspondence – and necessary information weekly newsletter, as needed tenant notices.

Update property information on website on a regular basis

Supplies – Stock list & keep items in stock for office and equipment

Track COI's – tenant and vendors, w-9's coordinate with Corporate Accounting

Tenant Quotes- Work with Engineers and Operations Manager to provide to tenants

Scan and code invoices in PayScan accounting system for managers approval

Field tenant questions regarding monthly statements/invoices back up for misc. billing

Review A/R with General Manager monthly

Keep tenant contact list and email lists up to date –

Plan and attend meetings –as needed – send invites- outlook and catering as needed.

Work with the property team to develop opportunities to provide better services to our tenants

Link:

https://www.indeed.com/viewjob?jk=0bb40234a2f98cb9&from=mobRdr&utm_source=%2Fm%2F&utm_medium=redir&utm_campaign=dt