

Properties Supervisor

Regular Full-Time

Louisville, KY, US

Requisition ID: 1049

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General Function

Under the general policy and supervision of the Director of Properties, responsible for routine agreement and properties issues, focusing on tenant agreement administration and compliance and assist Properties Department by providing administrative services as needed.

Major Duties and Responsibilities

1. Agreement/Tenant Management
 1. Assists the Director of Properties in the performance of all necessary functions to facilitate routine agreements including drafting agreements, issuing agreements to new and existing tenants, interpreting agreements, coordinating the move in and move out procedures of tenants and the onsite management of such, maintaining database of agreements and tenants, calculating rate adjustments, and assisting other departments in collection efforts as needed.
 2. Creates, promotes and builds tenant relations with internal and external business partners.
 3. Creates and maintains updates all agreements in ABRM or other business software for billing, insurance tracking, and security deposit tracking purposes. Coordinates with other departments with respect to billing and payment matters and resolving any billing discrepancies.
 4. Coordinates leasehold improvements with tenants and all applicable Authority departments to ensure compliance with the agreements and the Authority's rules and regulations.
 5. Monitor and resolve complaints and inquiries from internal and external stakeholders and the general public.
2. Agreement Compliance- Effectively communicates agreement compliance requirements to new tenants and business partners in a timely manner. Ensures all agreement notification requirements are developed and implemented accurately. Engages Director of Properties when needed to escalate agreement compliance matters. Research agreement related issues upon request. Reviews

and monitors terms and conditions of agreement files for adherence, compliance and timely renewals.

1. Insurance and Security Deposits

1. Oversees, ensures, tracks and enforces all aspects of tenant security deposits, performance bonds, letters of credit and insurance certificates, which includes making sure all amounts are maintained and all documents are kept up to date and corresponding as required with tenants, insurance companies and financial institutions.

2. Reports/Reporting Requirements

1. Manages and monitors agreement compliance to ensure all agreements are in compliance with the submission of various reports, including gross receipts reporting, customer complaints reports, capital investment statements, airport concession disadvantaged business enterprise participation reports, and other reports or documents required in the agreements.
2. Provide documents for audit obligations to finance department as requested.

3. Analytics and Research Management

1. Concessions analysis to include evaluation of existing concessions performance and development of new concession opportunities.
2. Identify and research issues, errors and problems and develop and provide recommendations to ensure issues are fully resolved.
3. Research and handles inquiries from customers on a wide array of complex, technical matters related to area of responsibility.
4. Identify weaknesses in process and procedures and recommend course of action for improvement.

1. Bids and Proposals – Assist in the review of bids and proposals prepared by others. In coordination with the Director of Properties, prepares the final bid and proposal documents to be distributed to the public. Prepares documents for pre-bid/pre-proposal meetings. Prepares and submits all public advertisements and notifications for bids and proposals to appropriate advertising and distribution channels. Maintains and updates the Properties bid/proposal section of the Authority's website or other program the Authority may use. Administers and maintains Properties' postings of all bids and proposals, including addenda, updates, and notifications as applicable. Maintains databases related to inquiries, bidders list and mailing list. Prepares for and assists in conducting pre-bid/pre-

proposal meetings, bid/proposal openings. Coordinates and attends meetings and accompanies Director of Properties during site tours. Tracks, maintains, and ensures bid bonds related to bids and proposals are in compliance with bid and proposal documents.

2. General Procedures

1. Files - Maintains inventories and organization system for Properties Department's documents and records systems, by maintaining on-site physical agreement files, FAA release documents, deeds, easements, agreements, Part 150 Relocation Program documents, as well as electronic database files. Ensures all record retention policies are followed and all files are archived accurately.

1. Budget - Assist in preparing the department and revenue budgets.

1. Office Administration - Orders and maintains office supplies required for the efficient operation of department. Develops and maintains Authority's contact database. Distributes regular updates to internal and external business partners.

1. Assists other departments as needed for various projects & tasks.

- Assists with coordination of various meetings, events, and programs held in conjunction with internal and external stakeholders. Prepares other routine presentations and reports for distribution to staff and business partners.

COMMUNICATIONS WITH OTHERS

Demonstrates a positive attitude and maintains a professional, working relationship with all employees of the organization and the Authority's business partners, tenants, vendors and the general public.

EMPLOYMENT STANDARDS

- Licenses, certifications, or registrations required: Must possess a valid driver's license.
- Knowledge and ability: At least five years of administrative work related to tenant coordination, agreements, agreement compliance, real estate, or a closely related field is required.
- Responsible for performing all job duties with due regard to safety and security requirements. Knowledge of general agreement management (ie. security deposit requirements, insurance requirements and management of related records and agreement renewal processes).

- Knowledge of aviation/airport property management.
- Knowledge of terms related to agreements.
- Ability to comprehend, analyze and interpret real estate and financial documents.
- Must have excellent organizational, interpersonal skills and demonstrated ability in verbal and written communication with a high degree of professionalism.
- Strong attention to detail and must possess the ability to learn new procedures quickly and be able to juggle multiple job functions in a timely manner.
- Must possess the ability to work independently and adhere to schedules and deadlines as required.
- Demonstrated computer proficiency in all Microsoft Office applications (Outlook, Access, Word, Excel, PowerPoint) and Adobe Professional.

Experience:

- Bachelor's degree in airport management, public/business administration, finance, accounting or closely related field and three years of experience in property management/agreement administration and compliance, real estate administration, or a closely related field.
- Five years of administrative work related to tenant coordination, agreements, agreement compliance, real estate, or a closely related field may be substituted for the Bachelor's Degree.

Physical/Environmental Requirements:

Work is performed in an office environment, with prolonged periods of sitting at a desk and working on a computer. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.