GENERAL MANAGER JOB DESCRIPTION

ServiceStar Property Management is seeking an experienced General Manager for a high-profile open-air shopping center in El Paso, Texas. The General Manager will be responsible for the financial, marketing and operational performance of the property, to include effective leadership and the ability to drive sales traffic to the center and create a safe, friendly, well-maintained environment.

Summary:

The General Manager is accountable for the operational success of the property and will oversee operations, marketing, construction management, lease administration, accounting, guest services, and tenant relations.

Principal Accountabilities:

Management and Operations

- Maintain safety, cleanliness and integrity of all areas of all buildings, systems and equipment for all property users.
- Prepare team to respond in emergency and crisis situations.
- Have thorough knowledge of area market including all competitive properties and area demographics.
- Develop and maintain an appropriate level of involvement in community affairs and activities representing Freedom Crossing at Fort Bliss.
- Establish and maintain positive community relations by attending various functions as a representative of the center. Review and approve requests for tours, information and public appearances.
- Enforce all tenant lease requirements.
- Establish an effective working relationship with all store managers and other key merchants, including specialty tenants, to understand and drive sales.
- Coordinate sponsorship, marketing and special events with Marketing Director.
- Manage the physical plant functions of property by overseeing all aspects of facility maintenance, housekeeping and security.
- Assist Tenant Coordination in construction projects directly or indirectly related to tenant finish.
- Oversee construction projects related to capital improvements.
- Manage tenant relations by inspecting and observing daily operation of all tenant spaces to ensure conformance to lease provisions, property policies and governmental regulations.
- Be the primary point of contact for all owner, government, and tenant communications.
- Fulfill Manager-on-Duty rotation and manage day-to-day activities as necessary.
Leasing

- Work in conjunction with Leasing Team to execute new and renewal leases to meet or exceed objectives.
- Negotiate proposed lease amendments.
- Participate in the development of business plans and direct special projects to enhance tenant sales productivity and center profitability.

Financial Performance and Reporting

- Develop, implement and administer annual budget including quarterly re-forecasting and monthly variance reporting, and recommends capital expenditures. Prepare financial reports according to established reporting requirements.
- Achieve budgeted net operating income for property.
- Direct the preparation and implementation of all annual financial reports including budgets, management plan, and annual report.
- Direct the preparation and submission to asset manager of all monthly/quarterly financial reports, forecasts and sales reports.
- Monitor the collections of all rents and execute appropriate collection process.
- Direct and assist in billing and collection of all monies, rents, CAM and charges.
- Approve work orders, purchase orders and invoices.
- Manage CAM reconciliation and related communications.
- Oversee and direct the day to day AP and AR functions.

Client Relationships

- Function as primary point of contact to asset manager for all issues relating to the property.
- Interact frequently with property ownership’s asset management team.

Construction Management

- Coordination and supervision of shopping center and landlord construction projects.
- Direct new tenant build-outs on behalf of the Landlord and liaison with related representatives.
- Oversee the analysis and management of the property Capital Budget.
- Monitor all expenditures and oversee preparation of related monthly reports.
- Manage the tenant coordination and construction contracting process.
- Review LOIs and lease drafts, provide/coordinate accurate estimations and scheduling.

Employee Motivation and Development

- Direct and supervise the activities of all property employees.
- Develop a personnel action plan for each direct report to identify opportunities for further career development. Provide regular feedback to employees via annual performance objectives, mid-year reviews, annual reviews and other communication mechanisms.
- Coordinate appropriate training for property personnel.
• Direct staff job results by coaching, counseling, and disciplining employees, and planning, monitoring and appraising job results. Maintains staff by recruiting, selecting, orienting, and training employees.
• Maintain a professional and technical knowledge by attending educational workshops, reviewing professional publications, and establishing personal networks.

MINIMUM QUALIFICATIONS:

• Bachelor’s degree or equivalent experience
• Minimum 5 years of prior property management experience, commercial retail property management experience preferred.
• Proficient with Microsoft Office (Word, Excel, Access, PowerPoint), Yardi or other property management software
• CSM, CRX, or CPM designations preferred
• Previous experience working with the military/Garrison operations is a plus

LEADERSHIP CHARACTERISTICS:

• Strong communication skills: oral, written, presentation, and in person
• People Leadership skills
• Demonstrated business acumen
• Creative and flexible in attitude and style to adapt in a rapidly changing, environment
• Ability to listen and think innovatively
• Strong negotiation skills
• Problem solver – ability to identify problems and bring issues to resolution proactively
• Excellent time management and ability to prioritize and to meet commitments