RETAIL Property/Portfolio Manager Job Description
Colliers International

Title: Property/Portfolio Manager
Reports To: Senior Portfolio Manager/Retail Team Leader
Supervises: All on-site staff

Purpose
The Property /Portfolio Manager (PM) is charged with the day-to-day implementation of those policies, procedures and programs that will assure a well managed, well maintained building, placing maximum emphasis on positive response to the concerns and needs of the tenants, environmental health and safety, and quality programs, in coordination and conjunction with the Owner’s goals and objectives.

Scope
♦ Operational Management
The PM is charged with day-to-day operational management of all aspects of the properties to assure maintenance of approved quality standards. The PM shall also prepare, coordinate and ensure that all fire, life safety and other safety programs are established. The PM is charged with the management of the office staff including, but not limited to, establishing goals and objectives for on-site employees, evaluation of employees and making salary recommendations based on overall performance.

♦ Property Maintenance
The PM is charged with the supervision of all maintenance programs relating to the interior and exterior conditions and appearance of the properties. The PM ensures that the property is maintained in an appropriate and cost effective manner. The PM effectively negotiates all vendor service and capital improvement contracts.

♦ Tenant Relations
The PM is responsible, at all times, for a positive and prompt response to requests from building tenants and for the implementation of ongoing contract programs to constantly assess tenant needs and to assure problems are being solved promptly and to the mutual benefit of the tenant and the properties.

♦ Contract Services Administration
The PM is responsible for the selection of contract services, vendor negotiation of service agreements and has the authority to direct the Assistant Property Manager in the day-to-day monitoring of vendor performance to assure full compliance with standards established within the service agreement.

♦ Planning
The PM shall develop and administer the Property Operating Budget, subject to the approval of the Senior Portfolio Manager, for the property.
♦ **Statistical Analysis Reporting**  
The PM shall be responsible for the collection, analysis and reporting of such statistical data as may be required to provide accurate and current assessment of property management objectives.

♦ **Owner Representation and Accounting Relationships**  
The PM is responsible for ongoing communications with the Owner’s Representative of the properties and the appropriate Corporate Comptroller.

♦ **Financial Management**  
The PM is responsible for the day-to-day financial management of the properties and maintenance of all necessary financial records and files.

♦ **Public Relations**  
The PM shall maintain a positive image of himself/herself, the property, Colliers International, and the client at all times in the community. The PM shall strive to attend and participate in outside or in-house activities, meetings, organizations, regulatory agencies, etc., as approved or directed by the Owner’s Representative or Senior Portfolio Manager, to enhance this image.

### Personal Development
The PM is expected to implement, control and become thoroughly conversant with, and be knowledgeable of (but not limited to), the following aspects of Property Management:

- Tenant Relations
- Contract Service Administration
- Engineering and Preventive Maintenance
- Energy Management
- Accounting and Finance
- Budgeting
- Activity Reports
- Security
- Emergency Procedures
- Policy Manual and Administration
- Partner and Owner Representative Relations
- Insurance
- Operations Sequences
- Personnel Administration
- Training
- Employee Relations
- Tenant Improvements/Capital Remodeling Projects
- Business Plan or Property Operating Budget

### Summary
In the execution of the responsibilities, the PM is held accountable for his/her independent action(s), within the guidelines of the Position Description, Property Operating Plan and Budget, with primary emphasis on visible, hands-on management of the properties.

To facilitate good communication and meet other job requirements, the manager shall be required to use a cellular phone at all times to respond promptly to emergencies or for other vital communications, except when prior arrangements have been made and approved for vacations or other time off.

The PM may need to make use of their personal vehicle for work related duties; therefore, the manager shall maintain a current driver’s license in the state of employment and shall maintain appropriate insurance at all times.