



## **CAREER OPPORTUNITY - ADMINISTRATIVE ASSISTANT / TENANT SERVICE COORDINATOR**

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DivcoWest, founded in 1993, is a privately owned real estate investment firm with investment offices in San Francisco, Los Angeles, CA and Boston, MA. The Company has acquired more than 30 million square feet of commercial real estate throughout the United States. DivcoWest is expanding its portfolio and is seeking an Administrative Assistant / Tenant Service Coordinator to join our team located in Menlo Park, California. This is a position that can offer the right candidate a wide range of responsibilities.

**Your responsibilities will include, but are not limited to the following:**

### **Property Administrative Functions**

- Operate CISCO multi-line phone system effectively. Screen and/or forward calls to appropriate staff
- Welcome visitors and clients in a professional, courteous and helpful manner
- Act as liaison between tenants and APM/SPM for property related issues
- Enter Work Orders in Building Engines system. Dispatch/assign work orders accordingly and close-out in a timely manner.
- Draft tenant memos and letters
- Review and manage Certificates of Insurance for vendors and tenants
- At the direction of the Property Manager, visit tenants for any tenant related issues i.e. janitorial, pest control, etc.

### **Accounts Payable Functions**

- Scan, enter and code invoices in Nexus invoice processing system
- Follow up with vendors regarding invoice payment status
- W9 set-up
- Obtain all necessary documents for payment of TI reimbursement and capital invoices

### **Accounts Receivable Functions**

- Responsible for tenant billbacks and generate invoices
- Assist APM with manual Tenant Adjustment Memo

### **General Functions**

- Assist Property Managers with monthly re-classes and accruals
- Schedule any maintenance required for office machines and computers
- Order office and building supplies, business cards and stationery
- Arrange courier, reprographics retrieval pick-ups
- Order hospitality supplies and keep a well-stocked kitchen/refrigerator

### **Qualifications / Education / Requirements:**

- High school diploma or a General Equivalency Diploma (GED)
- 2 years administrative, clerical, accounting or tenant services/customer relations experience
- Prior experience working in the property management, commercial real estate, or financial services industries preferred
- MRI, Building Engines and Nexus or similar systems experience preferred
- Understanding of general accounting and financing is a plus
- Working knowledge of accounts payables, receivables, and expenditure is desired
- Experience with data entry, basic reporting, filing, answering phones, scheduling, excellent verbal and written communications skills are a must.
- Great telephone skills; pleasant and courteous; excellent customer service

- Present a professional, positive image that reflects well with the organization
- Reliable and punctual
- Excellent computer skills, including proficiency in Microsoft Office Products (Excel, Word, Outlook and PowerPoint)
- Ability to work independently and within a team to build relationships and interact effectively with all members of the company
- Ability to multi-task, work successfully under pressure, and effectively prioritize and manage time and workload to meet property and client needs
- A desire to work within a diverse, collaborative, and professional environment

Interested candidates should send their resume to [jobs@divcowest.com](mailto:jobs@divcowest.com) with a cover letter & **salary requirements.**