



CAREER OPPORTUNITY – TENANT SERVICES COORDINATOR

DivcoWest, founded in 1993, is a privately owned real estate investment firm with investment offices in San Francisco, Los Angeles, CA and Boston, MA. Since its inception, the company has acquired more than 40 million square feet of commercial real estate across the United States and manages over 4.5 billion of equity.

DivcoWest is expanding its portfolio and is seeking a Tenant Service Coordinator to join our team located in the San Francisco. This is a position that can offer the right candidate a wide range of responsibilities. Interested candidates should please send their resume to jobs@divcowest.com.

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

- Welcome visitors and clients in a professional, courteous and helpful manner. Act as primary interface between tenants and management office
- Operate switchboard effectively by receiving, screening calls and giving information to others
- Efficiently perform a variety of general office duties including printing labels, envelopes, and other documents. Filing, scanning, photocopying, faxing, distributing incoming mail and preparing outgoing mail (express mail services), arranging for courier, reprographics retrieval pick-ups. Scan and submit invoices to Nexus invoice processing system. Update contact lists, assign and enter work orders in Building Engines system as directed
- Direct tenant service requests to the appropriate person for resolution and follow up
- Maintain Certificates of Insurance log for tenants and vendors. Follow up on expired certificates
- Prepare, bill and mail tenant related invoices or other accounting functions.
- Follow up on all delinquencies. Obtain aging report for property manager and deliver standard correspondence to address delinquencies.
- Complete monthly accounting tasks, including review of rent edits, accruals, and account payables.
- Review and code property invoices for payment, including research as needed
- Assist PM with plans and coordination of tenant events or other special projects
- Distribute tenant notices and emails as directed by APM/SPM
- Maintain accurate tenant/vendor contacts, administrative files, and work order system
- Order office and building supplies, business cards and stationery
- Update, review and/or create forms, flyers or other communications as directed by PM
- Track building projects and facilitate meeting deadlines as directed by PM
- Keep storage room, mailroom, conference room and kitchen stocked and organized
- Submit payroll timesheets to corporate office timely
- Schedule any maintenance required for office machines and computers
- Input access card data as directed
- Distribute keys to vendors and maintain key log
- Provide support to Property Management staff and perform other duties as directed in a positive and helpful manner

Personal Characteristics:

- Multi-tasked, detail oriented, and works well with deadlines
- A person who takes initiative and is “self starter” with a positive attitude
- Cooperative/Team Player
- Resourceful, reliable and punctual
- Eager to learn, and able to take direction from others
- Must be proficient in communicating at all levels in both oral and written form and competent at preparing professional, comprehensive memorandums, letters, reports, documents, files, etc.

Qualifications:

- Experience working in a clerical capacity
- Pleasant and courteous telephone manner
- Presents a professional, positive image that reflects well on the organization
- Exceptional organizational skills
- Advanced Excel and Word skills
- 4 yr/2yr degree, experience in Commercial Real Estate Property Management preferred

The above job description is intended to communicate the general function of the mentioned position and by no means shall be considered an exhaustive or complete outline of the specific tasks and functions that will be required. Divco reserves the right to change job descriptions, site assignments, and or work hours as required by the needs of the program. All employees are expected to perform their duties within their ability as required by the job and/or as requested by management.