

ASSOCIATE

Interested parties contact Nancy Laskowski at nlaskowski@cambridgehanover.com

Position Description

The Associate will support the office with the overall day-to-day operations of Cambridge Hanover. The Associate is primarily focused on conserving the staff's time and maintaining orderliness for the office, as well as promoting the corporate image of the company. This position is in charge of organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency. The Associate will also serve as Executive Assistant to the President, as well as assist with property management and accounting. The Associate will report to the Marketing and Operations Manager.

This is a great opportunity for someone to join a fast growing company and have exposure to all aspects of the business. This individual should have an interest in real estate investment as well as the drive, energy, and curiosity to learn and evolve with a small firm. After the employee has demonstrated growth, he/she has the opportunity to expand his/her role into other functions of the business.

Duties and Responsibilities

Office Services

- Oversee the day-to-day operations of the company:
 - Establish and organize office operations and procedures to ensure business runs efficiently and productively
 - Design and maintain filing systems (hard and soft), while ensuring protection and security of files and records
 - Maintain DropBox and supervise staff on correct filing procedures and organization
 - Define procedures for record retention, retrieval, transfer, and disposal
 - Oversee soft filing clean up as needed
 - Collect/maintain acquisitions, sales, and loan closing binders
 - Answer incoming phone calls and check phone messages
 - Prepare for any visitors and greet visitors upon their arrival
 - Sort incoming mail and distribute to staff
 - Prepare, send out and distribute mail/packages, including investor mailings
 - Plan and implement office systems, layout, and inventory
 - Monitor and maintain all office-related supplies (including stationery and grocery) and equipment (copiers, fax machine, phones, etc.)
 - Review and approve all bills for the office (phone, postage, office, and kitchen supplies, etc.)
 - Coordinate with IT consultant on all computer issues
 - Handle logistical details and agendas for meetings and conference calls
 - Update and maintain ACT databases and rosters (brokers/investors/vendor contacts/tenants)
 - Manage any Suite 200 related issues
 - Assist Controller with coding invoices as needed and filing invoices
- Serve as Executive Assistant to the President:

- Arrange conference calls, meetings, travel, and itineraries
- Coordinate and maintain President's calendar
- Prepare President & CEO expense reports
- Prepare investment partner agenda
- Assist with execution of closing documents for acquisitions, financings, and dispositions
- Manage special projects as assigned by the President
- Assist Marketing and Operations Manager on special projects as needed

Property Management Services

- Assist Asset Manager with property management and construction:
 - Assist with tenant related items:
 - Investigate and resolve tenant complaints and concerns in a timely and courteous manner and ensure satisfactory resolution of the issue with tenant
 - Coordinate tenant move-in (certificate of insurance, list of tenant contacts, tenant welcome letter, final signed-off punchlist)
 - Coordinate and arrange for a final inspection of the space when a tenant vacates
 - Notify tenants of any inspections taking place at the property or any work being done
 - Request from tenants and maintain their HVAC Preventative Maintenance Contract if required in their lease
 - Confirm and make sure utilities in Landlord or Tenant name as needed
 - Assist with vendor and contractor related items:
 - Assist with annual review of vendor contracts and renew expiring contracts or coordinate execution of new property level contracts
 - Sign-off on property level invoices by comparing invoice amount to contract and ensuring work was completed satisfactorily
 - Update and collect all vendor Certificates of Insurance
 - Obtain the W-9 of all new contractors and vendors
 - Coordinate building inspections with vendors, attorneys, consultants, and government agencies on all property related matters and/or meet vendors at properties as needed
 - Process property level insurance claims
 - Develop and maintain property management task list for every property with a detailed plan of action for every task
 - Update and maintain property management database

Minimum Requirements

- Bachelor's Degree in Business, preferably in Marketing, Communications, Human Resources
- A minimum of 1-2 years working experience
- Real estate background or interest – highly desirable
- Proficiency in MS Office: Outlook, Word, Excel, and PowerPoint
- Extremely organized and detail-oriented
- Excellent oral and written communication skills

- Interpersonal skills
- Ability to work independently but collaboratively in a fast-paced environment with minimal supervision

Skills and Abilities

- Motivated, self-starter, entrepreneur, and creative-thinker
- Strong initiative and ability to handle numerous tasks in the day-to-day operations of Cambridge Hanover
- Must be able to effectively multi-task and have great follow through
- Ability to work in a highly collaborative environment and work effectively with all levels of personnel both inside and outside the company
- Ability to handle pressure and meet deadlines
- Extremely detail oriented and organized