

Position Guidelines			
Job Title	Executive/Sr.Executive – Tenant Relations	Department	Operations
Reporting Manager	AGM - Operations	Location	Thane
Position Summary			
<ul style="list-style-type: none"> • Primary contact and spokesperson within the Centre for all the tenants • Comply with policies and regulations defined in the Centre Tenant Handbook, Administer Tenant Issue and Complaints Resolution process • Manage a portfolio of tenants during his/her tenancy that includes developing and managing effective relationships across tenants, the mall management team, customers and cross-functional staff • Build relationships to ensure the successful delivery of the short, medium and long-term expectations of Mall stakeholders whilst implementing strategies to advance our retailers revenue, profitability, operations and sustainability 			
Position Details			
<p><u>Duties & Responsibilities:</u></p> <p>Liaison between the Tenants and the Mall Management Team</p> <ul style="list-style-type: none"> • Assume daily point of contact for retailer relationship management the for Tenant portfolio • Foster closer relationship between tenants and the management team • Dissemination of information to the tenants on all operational matters • Ensure all tenants and key stakeholders are aware of the standards, products and services • Attend to needs of tenants in shopping mall • Provide consultations to tenants on their business or operation's needs • Evaluate and provide advice to tenants on matters such as shop concept, image, merchandise, selling strategies and services • Design, conduct, evaluate and interpret tenant satisfaction surveys <p>Tenant Performance Management</p> <ul style="list-style-type: none"> • Manage projects to meet key objectives that drive the performance of tenants • Maintain systems for collating and reporting on retail development and performance • Collection and evaluation of tenant sales data trends, opportunities and risks to identify areas of opportunities • Monitor and analyse tenants' mid to long term performances to ensure tenants' performance meets the Centre objectives • Provide report performance metrics to the senior Mall Management team <p>Operational Management</p> <ul style="list-style-type: none"> • Generate the Tenant Activity Management Reports and recommendations • Develop and implement the shop level tenant visitation schedule • Provide input to the Tenant Handbook 			

- Ensure Retail Tenant Adherence to Industry, Mall and Governmental Regulatory Standards and Procedures
- Identify and ensure that the standards are communicated to all tenants and implemented accordingly
- Regularly review and if necessary, improve upon operational systems and processes
- Monitor and measure tenant compliance to specified standards to ensure their operation within guidelines of their signed lease agreement, regulations and Tenant Handbook obligations

Additional Skills:

- Able to communicate effectively in English
- Independent, self-motivated & multi-tasker

Experience			
Qualification	Any Graduate/Post-Graduate, preferably from Retail background	Overall Experience	Experience of around 3 to 5 years of experience in successful track record of building effective tenant relations within a shopping mall or retail property management environment
Type of industry	Shopping Mall/Retail Property Management	Essential Experience	Experience of around 3-5 years of experience within a shopping mall or retail property management Environment