

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>Duties & Responsibilities:</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