

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

- 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	<b>Overall Experience</b>	Experience of around 3-5 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	<b>Essential Experience</b>	Experience of around 2-3 years of experience within a shopping mall or retail property management Environment