



### External Job Posting

<b>Job Title:</b>	<b>Administrative Coordinator</b>
<b>Department/Location:</b>	Residential/Corporate Office
<b>Reports to:</b>	Director of Residential Properties
<b>Position Supervises:</b>	N/A
<b>Fair Labor Standards Act (FLSA) Status:</b>	Hourly, Non-Exempt
<b>Employment Status:</b>	Full Time
<b>Revision Date:</b>	April 2021

#### COMPANY PROFILE

Urban Land Interests (“ULI”) sets the standard for Class A office space in the downtown Madison market by providing services to tenants that meet their needs and exceed their expectations, paying attention to details, and taking the perspective of long term owners. ULI is urban focused, tenant centric, community minded and quality driven. Tenants are our most important stakeholders and employees are our most important asset.

Based on the capitol square, ULI employs approximately 120+ FT & PT employees, serves over 140 commercial, retail and restaurant tenants and manages 1.4 million square feet of Class A commercial office space and nearly 700 residential apartment units in downtown Madison.

#### JOB SUMMARY

Responsible for the day-to-day administrative support of the Residential Department.

#### ESSENTIAL FUNCTIONS & RESPONSIBILITIES

##### **Leasing and Marketing**

- Maintain and ensure accuracy of property availability board. Save weekly copies of the availability board. Forward copies of the availability board to Maintenance team weekly or as needed.
- Ensure accuracy and completion of prospect rental applications. Assist Property Managers with the processing of prospect applications.
- Assist Property Managers in conducting monthly market surveys and shopping competition to apprise Residential Director of current market conditions when necessary.
- Create and ensure accuracy of all lease documents.
- Input and maintain accurate and up to date demographic information.
- Update ULI.com with current apartment availability.
- When necessary, aid in leasing efforts.

##### **Resident Relations**

- Help with utility setups/change of service and assist Accounting with identifying any amounts to be billed back.
- Develop strong rapport through quality customer service and effective communication while enforcing company and community policies.



- Ensure that all resident requests are entered within work order system and proper work orders are generated and given to appropriate team member. Communicate with maintenance team and Property Managers of any emergency work orders that are received. Create monthly work orders based on apartment availability.
- Resolve all resident issues/concerns to best of your ability while following company policy.
- Enter Resident Referrals in to spreadsheet, create and forward invoices to Accounting department.
- Assist in completion of move-ins/move-outs, giving special attention to apartment inspection reports. Relay accurate charges to Property Managers in order for security deposit requisitions to be completed by state code deadline.
- Ensure that resident files are complete and maintained per company procedure. This includes all resident data within Yardi.
- Assists Property Managers and Leasing Professionals, when necessary in implementing and designing a resident retention program to include newsletters, social media posts, resident referral incentive, and social activities.
- Responsible for reporting any unusual, extraordinary circumstances regarding the residents or properties to Property Manager.

**Financial Operations**

- When applicable, ensure the collection of rent payments per company procedure.

**JOB KNOWLEDGE, SKILLS & ABILITIES**

- Effectively convey ideas, images, and goals to a diverse group of personalities.
- Must possess a positive attitude and have the ability to work well under pressure.
- Competence in Microsoft Office Suite including Word, Excel, and Outlook. Experience with Yardi and Adobe a plus.
- Highly organized with a good attention to detail. Strong ability to prioritize responsibilities.

**EDUCATION/CERTIFICATION/LICENSURE**

- High School degree required. College degree in business, communication, marketing or related field preferred.

**EXPERIENCE**

- 1-3 years in Property Management, Customer Service, or Administrative related field required.

**URBAN LAND INTERESTS' VISION, MISSION AND VALUES**

**VISION**

ULI will create and sustain exceptional buildings and tenant relationships that strengthen our communities.

**PEOPLE-FOCUSED CORE VALUES**

Our employees, working with a shared vision of creating and sustaining buildings and tenant relationships that strengthen our communities, are the fundamental strength of our company. We achieve this vision through our people-focused core values.



- Tenants are the most important stakeholders in our business. Only by satisfying tenants first do we have the opportunity to satisfy our other stakeholders.
- Our employees are the fundamental strength of our company. We are a company that attracts, develops, retains, and provides opportunity for people who are committed to our shared vision and values. We will foster an environment of mutual respect and accountability.
- We build trust by acting with integrity in everything we do.
- We create value for the owners of the properties we manage and for our company by generating profit that allows us to do more for all of our stakeholders: tenants, owners, employees and our communities.
- We improve the quality of the urban environment in the communities we are part of.
- ULI will remain an independent privately-held company responsible for long term management of our properties.

#### **MISSION**

Urban Land Interests manages, operates and invests in real estate with the perspective of long-term owners committed to improving the value of every building. We build long-term relationships with our tenants by providing services that anticipate and meet their needs and exceed their expectations. We create buildings of exceptional quality that provide attractive living and working environments by paying relentless attention to the details that separate good enough from outstanding.

#### **TO APPLY**

Qualified candidates may forward a resume and cover letter to Human Resources at [HR@ULI.COM](mailto:HR@ULI.COM) and include “**Administrative Coordinator**” in the subject line.