



## TENANT SERVICES COORDINATOR – Rush Properties

**Department:** Rush Properties, *a division of The Rush Companies*  
**Reports To:** Property Manager of Rush Properties  
**FLSA Classification:** Non-Exempt  
**Date:** 11/17/2021

### Summary:

Responsible for providing exceptional customer service to our tenants. The Tenant Services Coordinator is the first point of contact for Rush Properties and works closely with the property management, facilities, and brokerage teams to delight our tenants and meet company objectives.

### Responsibilities:

- **First Point of Customer Contact (45%)**
  - Answers phones and service email inquiries/requests from tenants and inputs service requests into work order management system (Building Engines).
  - Follows up with tenants to coordinate completion of work orders and provide updates on status of completion.
  - Completes quarterly property inspections to ensure buildings and grounds are looking good and to meet and interact with tenants and vendors.
- **Facilities Team Support (45%)**
  - Input work orders into Building Engines and assign to the appropriate facilities team member.
  - Follow up with facilities team directly on status of completion for urgent work orders and keep tenants notified about open work orders to ensure satisfaction.
  - Create open and closed work order reports for facilities team tracking and improvement
  - Send out building and tenant notices for inspections, maintenance work that will impact tenants, tenant improvements, emergencies, elevator outages, power outages, etc.
  - Help coordinate with vendors for property maintenance, service and repairs.
- **Leasing / Brokerage Support (10%)**
  - Assist Brokerage team with the marketing efforts for leasing and renewals including updating listings, helping put together marketing flyers, and drafting letters of intent and leases.
  - Assist Brokerage team with coordinating tenant move ins and move outs including providing suite keys and key cards, building move in information, and delivering welcome gifts.

- **Administrative Support for Property Management, Brokerage and Facilities Team (Continuous)**
  - Keep and maintain accurate and up to date records - filing, document preparation, server organization, etc.
  - Keep inventory of and order supplies for the office, field team, and properties.
  - Manage and create databases for building records, work orders, tenant lists / contacts, elevator inspections/operating certificates, etc.
  - Track vendor and tenant Certificate of Insurance (COIs).

### **Organizational Improvement**

- Shows willingness to lend a hand if you have extra time or expertise
- Volunteers to push Company initiatives forward
- Share information and resources willingly
- Comes to meetings prepared and willing to contribute

### **Work Styles and Habits**

- Works with a sense of urgency
- Responsive and reliable
- Organized and detail oriented
- Customer and relationship focused
- Effective communicator
- High level of commitment to team and company goals
- Self-motivated and accountable
- Ready and willing to contribute
- Desire to learn and grow
- Ability to multi-task and prioritize
- Strict adherence to maintaining confidentiality

### **Job Requirements**

- Strict adherence to maintaining confidentiality
- 1-3 years customer service and administrative experience
- Proficient with Microsoft Suite products, knowledge of/or ability to learn new software (Yardi, Building Engines)
- Must be able to lift 50 lbs.

Our team members at The Rush Companies have a strong reputation for exercising integrity, good judgment and sound business practices in all our dealings with clients, consultants, subcontractors and suppliers. We are committed to selecting only those individuals who share in our loyalties while also maintaining our standards of quality and safety.

For more information about The Rush Companies or the application process, go to:

<http://www.therushcompanies.com/rushcareers>

**How to Apply:**

Please send cover letter and resume to [jobs@therushcompanies.com](mailto:jobs@therushcompanies.com) or via U.S. mail to:

The Rush Companies  
c/o Human Resources  
6622 Wollochet Dr  
Gig Harbor, WA 98335

Equal Opportunity & Drug-Free Employer

*Disclaimer: This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job duties and responsibilities.*