



City of Phoenix

PROPERTY MANAGER

JOB CODE 74880

Effective Date: Rev. 03/08

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to manage City facilities and tenant functions. Responsibilities can include allocating space; inspecting ongoing construction and remodeling projects; managing operating and capital improvement program (CIP) budgets; resolving tenant issues, complaints, and disputes; overseeing facility projects, event support, and programs; overseeing code-required programs such as Emergency Preparedness; developing policies; developing, negotiating, and enforcing operating agreements; operating a customer service center; and supervising professional, paraprofessional, and clerical employees. Incumbents exercise considerable public relations skills and may serve as an ombudsman for elected officials and executives, tenants, the media, and the public. Incumbents also may serve as a liaison to high-profile entities such as the Public Information Office and Homeland Security. Work is performed under the general supervision of a Facilities Management Superintendent or Deputy Public Works Director and is evaluated primarily on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Develops, implements, and monitors policies, programs, and/or management plans including facility usage, cost containment solutions, security, parking coordination, environmental mandates, media, and other events;
- Establishes and maintains communications with tenant representatives, and for-profit and non-profit operators;
- Regularly and systematically resolves tenant issues, complaints, and disputes;
- Identifies, plans, administers, coordinates, and inspects construction projects, and schedules and coordinates regular maintenance projects;
- Leads or assists with facility-related projects, e.g., remodel and reconfiguration projects, and small construction projects;
- Creates and manages building evacuation plans, site maps, and building maps, and coordinates evacuation drills;
- Coordinates traffic flow studies and implements recommendations;
- Coordinates event parking and on-going parking issues;
- Creates, negotiates, reviews, amends, and enforces policies and agreements applicable to City facilities and programs;
- Manages operating budget (including five-year plan), and CIP budget;



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- Evaluates facility needs and determines the best use of funds based upon available funding, deferred and preventative maintenance, safety concerns, and tenant and operational needs;
- Cooperates with City departments to coordinate and resolve operational impact and emergency situations at the facilities;
- Directs and supervises staff;
- Establishes and implements citizen customer service guidelines and operational procedures, and establishes citizen seminars;
- Establishes and implements policies and programs, e.g., building standards, event policies, and emergency preparedness programs;
- Writes and presents analytical and statistical reports related to operational recommendations, construction projects, and special projects;
- Handles environmental issues related to the service centers, e.g., storm water management, Resource Conservation and Recovery Act programs, hazardous materials and waste removal, underground storage tanks installation, removal and remediation, fuel spills remediation, vapor extraction, dry well management, air quality permits, and chemical storage;
- Makes oral presentations to the department's management team;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Preparation and monitoring of municipal budgets.
- Principles and practices of municipal government.
- Research methods and report presentation.
- Principles of customer service and public relations.
- Cash-handling security, principles, practices, and procedures.
- Property asset management principles and practices.
- Construction principles, practices, and processes.
- Principles and practices of supervision and personnel management.
- Principles of diplomatic protocol.
- Conflict resolution techniques.

Ability to:



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- Produce written documents using proper English sentence construction, punctuation, and grammar.
- Communicate orally in the English language with customers, clients, and the general public in face-to-face one-on-one settings, in group settings, and using a telephone.
- Establish and maintain cooperative working relationships with employees, lessees, municipal officials, service contractors, and the public.
- Resolve disputes and mediate between on-site tenants.
- Interpret information accurately and make decisions according to existing laws, regulations, and policies.
- Resolve complex technical and administrative issues.
- Prepare and monitor program budgets and expenditures.
- Comprehend and make inferences from written material in the English language.
- Review the work product of others for conformance with standards.
- Work safely without presenting a direct threat to self or others.
- Analyze, interpret, and enforce policies and procedures.
- Interpret and enforce public safety, fire, and life safety codes.
- Serve and control large numbers of people and solve problems common to public assembly.
- Create, interpret, and enforce requirements in contracts and other legal documents, and operating agreements.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of experience managing commercial or public works property, or managing public works construction projects, including one year of supervisory experience, and a bachelor's degree in property management, public or business administration, communications, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.