



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Home Office Administrator</b>
<b>Department/Location:</b>	Home Office Team
<b>Reports to:</b>	Executive Assistant
<b>Position Supervises:</b>	N/A
<b>Fair Labor Standards Act (FLSA) Status:</b>	Non-Exempt
<b>Employment Status:</b>	30-40 Hours/Week
<b>Revision Date:</b>	8/2023

## JOB SUMMARY

The Home Office Administrator sets the standard for front-line services, consistent with a Class-A real estate firm with a focus on tenant satisfaction. They provide consistent and detailed administration of reception, communications and hospitality services for multiple departments and customers. They act as the first point of contact for all tenants, clients & visitors, providing professional & friendly service as well as an exceptional first impression.

## ESSENTIAL FUNCTIONS & RESPONSIBILITIES

### *Home Office Administration*

- Provide Home Office front desk coverage by providing high level customer service to tenants and guests. This includes greeting guests, coordinating conference rooms, answering multi-line phone system and routing calls to the appropriate parties.
  - Mail handling/distribution – Sort and distribute mail to colleagues, scan invoices, coordinate check receiving with AP, send packages and correspondence/notices.
  - Maintain appearance of conference rooms, lobbies, and front desk.
  - Maintain the ULI kitchen by filling and cleaning the coffee machine, emptying the dishwasher, and re-stocking supplies.
  - Serve as a resource for tenants seeking information, assistance, or recommendations; an understanding of key services, products and amenities are critical to delivering service in an exceptional and timely manner. Monitor Home Office email box.
  - Coordinate catering and beverage service for meetings and conferences.
  - Assist colleagues and guests with AV equipment in conference rooms.
- Collaborate with the ULI Coworking team to provide cross-departmental seamless coverage of other essential front line, reception, multi-line phone system answering and hospitality duties including CES and Urban Land Office Co.
- Provide administrative support as assigned, including recurring tasks for the front desk.
  - Update and print ULI employee phone lists as needed.
  - Keep ULI Front Desk guide updated as changes arise.
- Provide administration, configuration, and issue resolution for ULI's VOIP phone system. Act as a resource to colleagues by providing training and support.



- Assist in coordination of IT administration by maintaining software license logs and collaborate with HR for onboarding/offboarding employee technology needs. Participate in IT committee meetings, assist with agenda creation, help organize documents, and take regular meeting minutes.
- Maintain and purchase kitchen stock, office supplies, postage and other material inventories within budget constraints for ULI Home Office.
- Review and process invoices to be paid in Payscan, code to appropriate budget line item. Forward to center management for final approval.
- Print and code credit card receipts for home office related purchases.
- Provide Vendor coordination, communication, and issue resolution for copiers, kitchen equipment, phone system postage machine, laundry service, conference room technology and shredding service.

### ***Internal Hospitality – Coworker Support***

- Onboard new employees to office procedures and resources. Set up phones and configure employee preferences, update copiers, conference room scheduling procedures, Crestron devices, coffee machine, postage machine, etc.
- Coordination of social events.
- Coordinate internal Coworker hospitality/acknowledgement (i.e. birthdays; holidays; weddings; births; retirements; hospitalizations; bereavement).
- Collaborate with the Marketing Manager as needed.

### ***Commercial Tenant Services***

- Help coordinate and produce Commercial Tenant appreciation events.
- Coordinate and schedule use of tenant amenity spaces. Develop reservation program, service pricing, and service menus for conference rooms, courtyards, and terraces. Create and process monthly Invoices for Conference Room usage fees. Provide issue resolution.
- Manage Tenant Concert on the Square terrace reservations including coordination of furniture rental, maintenance/janitorial resources, wayfinding, catering, and tenant communications. Coordinate special programs like flu-shot clinics and blood drives. Maintain high level customer service coordination and hospitality with various tenants.
- Collaborate with Operations team for room/terrace setup (on a weekly basis), janitorial cleaning, and facility coordination such elevator programming, access control and security staffing related to events.
- Coordinate, distribute and develop Tenant move-in gifts, holiday gifts and anniversary recognition. Manage expenses within budget restraints.
- Portfolio-wide lost and found management.

## **JOB KNOWLEDGE, SKILLS & ABILITIES**

- Knowledge of administrative practices is required.
- Familiarity and experience with Microsoft office products.



- Desired skills include operating a multi-line phone system, proficient typing and word processing skills, operating office equipment and maintaining tenant information databases.
- Professional appearance and demeanor at all times.
- Ability to work well under tight deadlines while providing exceptional customer service.

## **EDUCATION/EXPERIENCE**

- High school education required.
- Office administration and customer service experience required.

## **URBAN LAND INTERESTS' MISSION, VISION, 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 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.