



Real Estate General Manager

Purpose: Student Agencies Inc. Real Estate acts as a property management company on behalf of Student Agencies Properties. The SAI Real Estate General Manager manages all aspects of Student Agencies Properties' real estate holdings, which include both commercial and residential properties totaling \$36+ million in assets. The RE General Manager will oversee 2 Assistant Managers by delegating daily tasks and long-term projects. The RE General Manager focuses on the administration, marketing, maintenance, rental, and management of SAP's 3 commercial tenants and 64 residential apartments. The RE GM is also expected to meet weekly with the SAI President and CEO to discuss financial issues, organizational plans, and strategic initiatives. The RE General Manager is responsible for presenting operational updates at quarterly Board of Directors meetings, working with other SAI businesses and the SAP Board of Directors when managing properties, and working alongside the SAI CFO and President to determine a budget and strategic business plan to guide the rest of the manager's term.

Hourly Requirement: This position requires the manager to work part-time (15-20 hours per week) during the academic year and full-time during the summer (35-40 hours per week).

Job Description

The following job description paints a more complete picture of the skills that we are looking for. The following section will show the broad tasks that the General Manager is expected to perform. Though the job is comprehensive, many of the skills required to successfully execute these responsibilities are learned/perfected during training.

Main Responsibilities:

- **Tenant Relations**
 - Manage the rental of commercial and residential properties, including scheduling and conducting apartment showings
 - Take a proactive approach towards maintenance (check common areas, fix problems before they worsen, long-term maintenance plans, etc.)
 - Proactively create contingency plans in the event of a tenant emergency
 - Facilitate productive relationships with tenants, sub-letters, and commercial tenants
 - Respond to all tenant communications and requests in a timely, polite manner
- **Maintenance**
 - In the event of a tenant maintenance request, isolate the best value solution and manage the staff/contractors performing the required maintenance
 - Lead long-term maintenance projects to keep buildings updated
 - Schedule apartment inspections during university breaks to ensure appropriate upkeep and safety
 - Work with City of Ithaca officials to ensure all properties comply with code and required building certifications are up to date
- **Planning/Record Keeping**
 - Build upon past managers' records and efficiently use past maintenance, financial, and customer data to create a proactive maintenance schedule, especially for the turnover period



- Proactively plan for turnover to successfully facilitate past tenants move-out, perform all necessary repairs, and prepare apartments for new tenants within a 14-day period
- During the rental period, plan for moving new tenants in, apartment showings, pricing, and marketing of residential properties
- **Financial**
 - Work with the President and CFO to create an operating budget for the next year
 - Perform cost analyses of different pricing schemes, maintenance projects, etc.; the GM has full profit and loss responsibility during their term and full responsibility over determining apartment pricing for the next leasing cycle
 - Calculate commercial rent adjustments, perform all rent reconciliation reports, compile expense information, prepare an analysis of competitors
 - Conduct ROI analyses on capital investments, work with President, CEO, and Facilities Director to propose and evaluate new CapEx projects, present findings to the Board of Directors
- **Communication**
 - Work with the General Manager to maintain a professional relationship with the Student Agencies Properties Board of Directors, as Board approval is required for CapEx projects
 - Initiate communication between the CEO, SAP Board of Directors, and the rest of the Real Estate staff to ensure organization, planning, and project management
 - Coordinate any building needs with Facilities Director and Director of Housekeeping daily to ensure all aspects of The Student Agencies Building are tended to
 - Periodically send out a newsletter to tenants with any building updates and move-in/out information
- **Legal**
 - Update leases as needed to comply with Ithaca and Collegetown standards
 - Keep all legal documents organized and create and distribute various lease agreements to tenants; the GM must be comfortable with legal documents and read through all documents throughout the lease signing process
- **Marketing**
 - Pre-plan to identify target tenant base and market to specific groups; develop a strategic marketing plan to reach these groups
 - Work with Marketing Director to oversee all aspects of marketing such as website upkeep, social media content, email list-serve/past-customer communications, etc.
- **Day-to-Day/General Responsibilities**
 - Delegate tasks to assistant managers
 - Remain up to date on emails, voicemails, communications, client meetings, etc.
 - See to any urgent tenant requests
 - Walkthrough properties to make sure all common areas are in order
 - Check progress on long-term maintenance plans, SAP Board projects, and marketing initiatives
 - Contribute to the overall benefit of SAI by participating in meetings, office hours, team projects, corporate recruiting/orientation/training and aiding other businesses when necessary
 - Honor all deadlines and action plans



- Aid in the transition of the successive General Managers by keeping organized records and adding to the training manual
- Foster long-term business growth and development

Necessary Skills:

- **Excellent Communication Skills:** In person, online, and over-the-phone communication with tenants, contractors, SAI members, and potential clients is frequent, so the ability to relay information clearly and concisely is key.
- **Experience with customer service:** The General Manager is in charge of responding to tenant requests and must be able to swiftly, creatively, and efficiently address all client concerns.
- **Comfortable with selling/showing properties:** The General Manager along with the rest of the Real Estate team, heads the showing and rental of residential apartments during the turnover season.
- **Leadership:** The General Manager leads a diverse team, including Assistant Managers, maintenance staff, and different clients. The General Manager should be able to effectively lead different types of people and projects and feel comfortable delegating tasks.
- **Adaptability:** The General Manager may receive calls from clients about problems or questions with the property and must be flexible and timely in their responses and solutions.
- **Stress management:** Though pre-planning and organization can avoid stress, the General Manager may experience time crunches when dealing with emergencies, the ending of sales season, project deadlines, etc. and must be able to work under pressure.
- **Time management:** Since the General Manager is a full-time Cornell student and may have other on-campus academic/extra-curricular obligations, the GM must be able to balance their schedule to be available to tenants and complete all job responsibilities. During rental and turnover season, the GM must be especially organized to effectively manage their schedule and the properties.

What We're Looking For:

We are looking for a dedicated, passionate, and hard-working student with an interest in business development/strategy, marketing, and management. If you exhibit the necessary personal qualities of a Real Estate General Manager and/or have any relevant experience, apply today! The purpose of SAI is to provide students with an experiential learning opportunity, so don't let a lack of experience deter you from applying. In many cases, we weigh a candidate's motivation for joining SAI, ability to self-start, and resilience over past work experience.