



ASSISTANT PROPERTY MANAGER – Rush Properties

Department: Rush Properties, *a division of The Rush Companies*
Reports To: Property Manager of Rush Properties
FLSA Classification: Non-Exempt
Date: June 6, 2025

Summary:

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

Responsibilities:

- **Customer Service and Tenant Relations (45%)**
 - Serve as the first point of customer contact by answering phones and service email inquiries/requests from tenants, inputting service requests into work order management system (Prism).
 - Follow up with tenants to coordinate work order completion and provide status updates.
 - Complete routine property inspections to ensure buildings and grounds are exceptional and identify areas for improvement.
 - Meet and interact with tenants and vendors.
- **Building Operations and Property Management Support (45%)**
 - Input work orders into Prism and assign to the appropriate facilities team member.
 - Communicate directly with the operations team and tenants to ensure satisfaction.
 - Generate open and closed work order reports to track work order progress and identify areas for improvement.
 - Draft and send correspondence on various portfolio matters.
 - Coordinate with vendors for property maintenance, service, and repairs.
 - Assist with the bid process for contracted maintenance, services, and special projects.
 - Support the annual budget preparation process, CAM reconciliations, and financial reports.
- **Leasing / Brokerage Support (10%)**
 - Support Brokerage team marketing efforts for leasing and renewals, including updating listings, updating marketing flyers, and ensuring vacant spaces are show-ready.

- Assist Brokerage team with tenant transitions (move-ins and move-outs), including coordinating signage, key distribution, building move-in details, and delivering welcome gifts.
- **Administrative Support for Property Management, Brokerage and Facilities Team (Continuous)**
 - Maintain accurate and up to date records, including filing, document preparation, server organization, etc.
 - Keep inventory of and order supplies for the office, field team, and properties.
 - Develop and maintain databases for building records, work orders, tenant lists, and contacts.
 - Monitor and 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
- 2-3 years of customer service and administrative experience
- Proficient with Microsoft Suite products, knowledge of/or ability to learn new software (Yardi, Prism)
- Bachelor's degree is preferred or an equivalent combination of education, training, and experience
- Commercial real estate experience preferred
- Ability to lift 25 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 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.