



CYPRESS

POSITION: General Manager

LOCATION: Glendale, Wisconsin

REPORTS TO: Director of Property Management

PROPERTY SUMMARY

This particular property is an open-air, mixed-use shopping center featuring a variety of retail, restaurants, entertainment, office space, and residential units with over 100 merchants and restaurants.

POSITION SUMMARY

The General Manager is responsible for the overall integrity of the property with the goal of achieving operational results, first-class customer service and financial performance. Specifically this role plans, organizes, directs and controls the activities of the property, providing leadership to the staff while developing and implementing strategies to manage the center to its maximum potential. The General Manager has oversight of property management, marketing, apartment leasing, maintenance and construction activities and any other details pertaining to the property.

ESSENTIAL DUTIES

The following overview is not an exhaustive list of job specifics:

- **Staff Management** - Hire, train, supervise, coach, develop, counsel and review staff to promote a professional and performance-based culture. Cultivate team atmosphere, collaborative working relationships and effective communications within all departments.
- **Financial Management** - Establish long-range plans to enhance the overall integrity of the property and improve fiscal performance. Prepare annual operating budget for income, expenses and capital expenditures. Review, analyze monthly and quarterly financials and variances. Prepare monthly and quarterly financial reports to include future and forecasted projections. Monitor and manage financial operations to maximize income, minimize expenses and achieve NOI and Net Income goals while keeping operational and physical integrity.
- **Relationship Management** - Develop and maintain positive relations with tenants, contractors, community leaders and associations fostering high-quality customer service experiences, tenant and resident retention and positive reputation.
- **Operation Management** - Maintain complete and accurate property records. Implement, support, train and encourage new technologies, systems and procedures to ensure optimum efficiency levels. Effectively secure, coordinate and submit bids and contracts for property projects in accordance with established Cypress procedures. Monitor and ensure compliance with established company standards, procedures and policies.
- **Property Management** - Perform routine property inspections to ensure overall property and building integrity, curb appeal, risk management, etc., and/or include in long-range plans. Coordinate construction of tenant spaces; coordinate move-ins and move-outs for tenants including preparation of



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space condition reports, and attend final construction walk-through for new tenants. Oversee all property and building work ensuring contractual obligations are met and quality workmanship. Oversee preventative maintenance programs and the center's compliance with local, state and federal codes as well as updates as required.

- **Risk Management** - Support company safety programs and site compliance. Respond to property incidents, documenting and reporting all incidents in accordance with Cypress reporting procedures. Ensure applicable industry regulatory training is administered and followed. Regularly review performance and incident reports.
- **Communication** – Coordinate with Operations and other corporate departments keeping them abreast of project occurrences, and store openings and closings. Communicate with the Director of Property Management any serious operational issues, as well as, any significant deviations from approved operating budget.
- **Marketing & Merchandising** - Keep informed of market trends, local demographics and economy. Supervise marketing programs for operational requirements and timeliness. Review marketing budget and variance reports monthly. Supervise and ensure proper merchandising of the temporary tenants. Maintain high visibility in the community, i.e., involvement in Chamber of Commerce, etc.

EDUCATION AND EXPERIENCE

- Bachelor's degree in Real Estate, Business, or related area required.
- Five to seven years' experience in a similar role in the mixed-use shopping center industry.
- Five plus years with Microsoft Outlook, Word, Excel, PowerPoint and Adobe Acrobat.
- Experience with property management software.

SKILLS AND COMPETENCIES

Effective at influencing, negotiating, and building rapport with customers, tenants, and staff.

Excellent construction of written and oral communication; able to present ideas persuasively in a clear, concise and compelling, professional manner.

Expertise in coaching, leading and interpersonal business relationships.

Sound business acumen; working knowledge of basic accounting principles and ability to analyze operations and financials.

Analytical and organizational prowess.

Proven ability to juggle multiple projects.

Commitment to the highest ethical standards.

Capabilities in quantitative & qualitative analysis and interpretation.

CERTIFICATES, LICENSES AND REGISTRATIONS

N/A

Submit resumes to: careers@cypressequities.com

Principals only, No Headhunters, No Recruiters, No phone calls, No Walk-in's. E.O.E.