GENERAL ADMINISTRATIVE ASSISTANT

Location	Estero, Florida
Supports	Director of Property Management, Senior Property Manager, Property Manager, and Property Accounting Manager (PAM)
Oversight	Director of Property Management; task priorities coordinated with property managers

Position Overview

The General Administrative Assistant provides organized, responsive administrative support across TCG Property Management. This position supports the Director, Senior Property Manager, Property Manager and Property Accounting Manager with communications, document management, tenant service coordination, lease administration, compliance tracking and assigned projects. The role supports accounting administratively but does not own accounting entries, financial approvals or outsourced accounting production.

Principal Duties — Department Administration

- Provide telephone, email, correspondence, scheduling, filing, scanning and document distribution support for the property management team.
- Maintain orderly shared records, trackers, calendars and department databases; ensure information is accurate and current.
- Coordinate administrative requests and follow up with appropriate team members on status and deadlines.
- Assist the Director with meeting preparation, communications, records and special projects.
- Support the Senior Property Manager and Property Manager with tenant communications, property records and assigned service requests.

Principal Duties — Lease and Tenant Administration

- Maintain and track tenant certificates of insurance, expirations, renewals and deficiencies; coordinate follow-up as directed.
- Track lease expiration and renewal dates, fire inspection deadlines and related compliance documentation.
- Maintain pre-lease and post-lease checklists, including tenant onboarding and offboarding.
- Assist with lease abstracts, lease document organization and upkeep of lease/property databases.
- Coordinate tenant requests for special or extra services and route operational decisions to property managers.
- Prepare and distribute routine tenant correspondence for review when appropriate.

Principal Duties — Administrative Support to PAM and Accounting

- Scan, organize and route accounting-related records or invoices as assigned, following the PAM's workflow instructions.
- Help obtain missing vendor, tenant or property documents requested by the PAM or ABG.
- Maintain administrative files, correspondence and supporting documentation for accounting matters without duplicating ABG's accounting reports.
- Coordinate routine utility administration and autopay enrollment documentation; escalate billing or financial exceptions to the PAM.
- Support accounting-related scheduling, document collection and other non-transactional administrative requests.

Key Skills and Requirements

- A minimum of 2 years of support service experience, preferably in property management
- Strong organization, initiative, prioritization and ability to support multiple people and projects.
- Accurate recordkeeping, careful handling of detailed or repetitive tasks, and reliable follow-through.
- Professional telephone and written communication; tenant and vendor service orientation.
- Confidentiality, tact, diplomacy, dependability and ability to work with varied personalities.
- Commercial real estate property management experience preferred but not required.
- Proficiency with Microsoft Office and ability to learn property management systems.
- Valid driver's license if driving is required for assigned duties.

Office Hours & Salary

This role is in the Estero office with office hours of 8:00 am-4:00 pm, Mon-Thu. And 8:00 am – 3:00 pm Friday's.

- Salary range: $48,000-$50,000 depending on experience.