

Headquartered in Wilmington, DE, *Asset Management Alliance's* management, engineering, and maintenance personnel are at work every day servicing multi-story, multi-tenant buildings, from medical and corporate facilities to retail and industrial facilities located throughout Delaware and southeastern Pennsylvania.

We were formed as joint venture between Bellevue Holding Company and EDiS Company in 1983, and over the years, we have consistently expanded and strengthened our offering to provide a full-spectrum of commercial property management services, including:

- Lease management.
- Financial reporting services.
- Development of operations and capital budgets.
- Contractual bid specifications.
- Engineering and maintenance services for the interior and exterior of properties.
- Inspections and testing to meet all code requirements.
- Consulting services to find solutions for complete facilities operations.

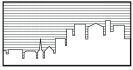
Asset Management Alliance is currently seeking a **Director of Operations** to be a key member of the executive management team and strategic planning process. The Director of Operations is a role model for high performance, and an outspoken advocate for Asset Management Alliance's vision, and our strategy to achieve that vision. The Director of Operations plays a critical role in the growth of company revenues by creating customer loyalty through an exceptional customer experience. This position is responsible for the oversight of multiple Property Managers, supervision of a team of 20+ maintenance professionals to achieve the highest level of safety, compliance, quality, and productivity on each project, and oversight of company budgeting and financial reporting. Additional responsibilities include developing business opportunities and repeat business opportunities with clients. The Director of Operations is responsible for leading, developing and mentoring all Asset Management Alliance team members to ensure the accuracy and efficiency of the team's work.

Expectations of Asset Management Alliance Employees

1. Be a leader by taking responsibility, exhibiting a positive attitude and preserving the company culture.
2. Seek to thoroughly understand corporate and industry practices, processes, standards, etc. and their impact on property management activities.
3. Strive to continuously build knowledge and skills by pursuing training and development.
4. Serve as a steward of Asset Management Alliance's financial health and growth.
5. Work ethically and with integrity.

Essential Duties and Responsibilities

1. Take a leadership role in developing, administering and achieving Asset Management Alliance's strategic plan, organizational goals, and company policies.
2. Coordinate functions and operations across departments to ensure activities align with strategic goals and meet internal and external customers' expectations.
3. Plan, direct, and supervise activities on all managed properties through Property Managers and maintenance personnel to ensure successful outcomes with regards to efficiency, budget and customer satisfaction.
4. Effectively manage all team members' activities, providing regular feedback, developing their skills and encouraging growth.
5. Complete performance evaluations for all Property Managers and Maintenance Managers on an annual basis.
6. Train and ensure assigned employees are aware of and comply with company policies and procedures.
7. Supervise staffing and hiring by monitoring workload and manpower needs and participating in interview process, making hiring recommendations.
8. Conduct regular weekly and monthly team meetings with property management and building maintenance staff.
9. Create annual Asset Management Alliance budget, and manage to budget throughout the following year to promote overall corporate success.
10. Review monthly / quarterly / annual company financial reports



11. Keep company principals informed of critical business issues. Offer feedback to improve performance.
12. Attend regular executive level meetings. Including those that may occur after normal business hours.
13. Develop property management contracts for existing and new customers with a focus on providing outstanding service, pricing, and staffing requirements.
14. Direct sales and marketing activities to help win work. (e.g. networking events, client visits, written proposals, presentations, etc.)
15. Supervise development and implementation of Asset Management Alliance marketing strategy across multiple channels (networking, website, brochures, advertising, social media, etc.)
16. Visit managed properties on a routine basis with team members. Ability to travel and report to projects/office locations as required.

Qualifications/Competencies (Knowledge, Skills, Abilities)

- Ability to build morale and inspire others to perform
- Effectively communicate Asset Management Alliance's vision and company messaging
- Maintain confidentiality with company and client information
- Demonstrate knowledge of market and competition
- Demonstrate sound judgment to make recommendations that affect profitability and success of property management accounts
- Ability to work independently and make significant, effective decisions
- Strong negotiation skills to ensure profitable new and renewal property management accounts
- Superior verbal communication skills with the ability to effectively present information one-on-one and speak in front of groups
- Superior written communication skills with the ability to write routine reports and business correspondence, including design and drafting of meeting agendas
- Commitment to superior customer service, responding promptly to the clients' needs and meeting commitments
- Open to direction and feedback, listens and seeks clarification
- Display original thinking and creativity and generate suggestions for improving quality of work
- Exceptional multi-tasking skills and ability to remain poised and professional under pressure
- Team-oriented with the ability to positively interact with and lead internal and external team members
- Experience with industry specific software and technology (e.g., Tikkit, Sage, etc.)
- Proficient with Microsoft Office suite, including Word, Excel, PowerPoint and Outlook
- Proficient with software to view, create, manipulate PDFs (e.g., Adobe Acrobat)

Preferred Education and Experience

- Bachelor's Degree in Engineering, Management, Real Estate or related field
- 20+ years of direct property management experience
- 10+ years managerial experience successfully managing individuals and teams
- Applicable property management professional certification (s)
- Experience running properties large in scale, size and complexity
- Proven success managing multiple projects concurrently
- OSHA 30-hour Certification
- Current CPR and First Aid certification