

# STL PARTNERSHIP

## Site Administrator

### **THE ORGANIZATION**

Our mission is to lead in the development and growth of long-term diversified business and employment opportunities by creating innovative solutions that generate increased wealth and enhanced quality of life for the citizens, businesses and institutions of the St. Louis region.

The St. Louis Economic Development Partnership marks a new era of collaboration within St. Louis by aligning regional efforts in business development, business finance, entrepreneurial support and international trade services.

Today, the Economic Development Partnership provides a broader range of services than most agencies of its kind, boosting innovation and entrepreneurship, attracting and retaining companies, increasing the region's international reach, and revitalizing municipalities, the partnership has become a key facilitator of regional growth for businesses and communities throughout the St. Louis Metropolitan area.



### **THE POSITION**

Responsible for managing the day-to-day operations of the facility (SLEDP Business Centers). Responsibilities include (but are not limited to): conducting facility tours, marketing programs and services to potential clients, lease preparation, client relations, routine administrative and support services for clients, monthly invoice processing and recordkeeping activities, procurement, and budgeting. Coordinates the duties, tasks, and activities of the Building Maintenance Worker and of various outside contractors and service-providers.

### **Job Functions:**

- Manages all aspects of the Saint Louis Partnership Business Centers. Provides reception services to client companies. Provides client services or partners with the appropriate resources. Assists client companies with questions, concerns, and issues. Interprets policies, follows procedures, and handles complaints. Troubleshoots and resolves disputes.

- In collaboration with the Client Support Manager conduct tours of facilities, schedules monthly milestone meetings, supports marketing efforts, creates and sends invitations to all clients (across all centers), promotes business strategy sessions within the center, books meeting space, sets-up and breaks down refreshments for sessions, provides program information and answers questions, etc.
- Maintains up-to-date program and service information and distributes to interested parties. Acts as a referral source for programs and services offered by the Center(s) and by other divisions of the St. Louis Economic Development Partnership (SLEDP).
- Prepares the annual Center budget, as well as the quarterly budget reports, the revised revenue projection, and the revised occupancy report. Monitors all expenditure and income and tracks against budget. Processes monthly rent invoices. Tracks service-provision/consumption and bills accordingly. Maintains accounting records. Procures services as needed, following appropriate procurement guidelines and requirements.
- Responsible for the preparation of all required facility management reports, including financial and occupancy-rate reports.
- Schedules maintenance: prepares list of maintenance items, both in-house and on contract. Maintains maintenance contracts for ongoing tasks, to include (but not limited to) copier, HVAC, elevator, etc. Supervises the maintenance and repair of assigned facilities including furnishings, equipment, and janitorial services. Takes corrective actions as needed.
- Responsible for the security of the facility including issuing security access cards and keys, programming security system, monitoring event activity, and for the proper recording and reporting of incidents within the facility and on the building grounds that might require contact with insurance, police, fire, medical, and other assisting agencies.
- Facilitates client move-in and exit processes.
- Responsible for the administration of client leases including the procedures necessary to amend, revise, and enforce lease terms (lease renewals and rent increases). Collects rent and fees.
- Promotes cross collaboration with other clients within the center (i.e., networking event and inviting the clients and outside guests, etc.). Plans, coordinates, and executes community events in the center. Builds relationships with community organizations.
- In conjunction with the Client Support Manager, handles the reallocation of space and movement of clients from one unit to another. Monitors the progress of clients and assists in their relocation as appropriate.
- Maintains client-filing system; prepares and distributes client invoices; prepares deposit log and monthly operating report, maintains petty cash fund, approves routine vendor invoices, prepares invoice log, and orders supplies. Participates in the development and maintenance of facility management manuals and procedures.
- Attends relevant training, seminars, and conferences to maintain and develop appropriate skills.
- Perform other duties as assigned.

### ***THE NEED***

**Professional qualifications for this position include:**

**Education:** Associates degree (Bachelor's preferred) in Business Administration, Marketing or related field.

**Experience:** At least four years of progressively more responsible related work experience, preferred experience in a small business incubator environment or in commercial real estate management.

**Knowledge of:**

1. Laws and regulations affecting commercial real estate and property management, public safety and health, and insurance.
2. Public/community relations.
3. Principles and practices of bookkeeping.
4. Modern office practices and procedures, equipment, and systems.

**Ability to:**

1. Be an ambassador for the St. Louis business community.
2. Work independently on complex and confidential assignments without detailed instructions.
3. Consistently administer and effectively execute a volume of varying tasks and deadlines.
4. Skillfully respond to and interface with clients and staff.
5. Analyze information and statistics to solve problems through deductive and inductive reasoning.
6. Perform and accomplish requirements of the job using appropriate general office equipment (i.e., fax machine, copy machine, calculator, multi-function telephone, etc.).
7. Use advanced computer word processing and spreadsheet/database management applications (i.e., Microsoft Office Suite, desktop publishing knowledge, etc.).
8. Attend to details, calculate numerical formulas, and verify accuracy of amounts and calculations.
9. Use and set up equipment needed for presentations (i.e., laptop computer, projection system, etc.).
10. Comprehend and make inferences from written materials.
11. Understand, interpret, explain and apply relevant policies, procedures, and regulations.
12. Perform light physical work lifting up to 25 pounds on an occasional basis; perform such activities as fingering, grasping, lifting, reaching, crouching and repetitive tasks.
13. Communicate effectively both orally and in writing.
14. Recognize and respect diversity and work effectively with peoples of other cultures.

**INTERPERSONAL CHARACTERISTICS:** Strong written and verbal communication skills are expected. It is expected that the selected candidate will recognize and respect diversity and work effectively with people of other backgrounds and cultures and will have a desire to make a positive difference within the community.

***THE REWARD***

Commensurate with experience, we offer a competitive base salary and a culture which fosters and supports creativity and innovation. The St. Louis Economic Development Partnership offers a full range of employee benefits as well.

Interested and qualified applicants should submit their resume to <https://stlpartnership.aaimtrack.com>.

Also, applicants are encouraged to visit our website to learn more about the organization:  
[stlpartnership.com](http://stlpartnership.com).

*The St. Louis Economic Development Partnership is an equal opportunity employer. The organization considers applicants without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.*

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_