



CREiQ – Commercial Lease Administrator

Company Description:

CREiQ is a leading data management and commercial real estate (CRE) portfolio services firm providing business solutions for our commercial tenant clients. We are dedicated to providing exceptional CRE portfolio solutions to commercial tenants of all sizes. We use digital technologies to improve workflows, and collect, digitize, and extract financial and real estate information from pre-lease to end-of-lease and beyond. The vast experience and expertise of our real estate and financial experts help our clients understand their portfolios, build them into useful, customized analytics dashboards, providing valuable insights, while managing their CRE portfolios.

We are currently seeking a detail-oriented and experienced **Commercial Lease Administrator** to join our team.

Job Summary:

As a **Commercial Lease Administrator**, you will be responsible for performing administrative tasks related to commercial leases for our clients. Your primary focus will be to ensure the provision of accurate and timely commercial lease administration services, and to maintain effective communication with clients, landlords, and our team. This role requires strong organizational skills, attention to detail, and a solid understanding of commercial lease administration processes and legal requirements.

Responsibilities:

- Manage lease documentation, including tracking lease expirations, amendments, renewals, and terminations.
- Maintain lease databases and accurate records of lease agreements, amendments, and related documents.
- Address client inquiries and concerns related to leases, rent payments, lease terms, and other lease related matters.
- Process rental payments, invoices, and security deposits in compliance with the leases, accurately and in a timely manner.
- Ensure all year-end reconciliations, prepayments and rental notices are accurately analyzed to be able to identify any exposure to, and realize any cost savings for, the clients.
- Reconcile tenant accounts and resolve any discrepancies.
- Prepare lease-related reports, summaries, and analysis for clients and the team, as needed.
- Stay updated on commercial leasing laws, regulations, and industry trends, ensuring compliance, and recommending process improvements.
- Assist with lease-related services, such as lease analysis and lease audits, as needed.
- Conduct thorough lease analysis and abstract leases to extract critical dates, and key financial and operational information.

- Monitor and enforce lease compliance, ensuring adherence to lease terms, including rent payments, insurance requirements, and maintenance responsibilities by both clients and landlords.
- Assist in the resolution of lease-related disputes, including lease non-compliance, lease interpretation, and tenant or landlord complaints.
- Assist in the review of annual operating budgets and rental obligation forecasts by providing accurate lease data.
- Maintain strong relationships with clients, landlords, and the team, addressing their needs, concerns, and inquiries promptly and professionally.
- Responsible for the accuracy of all Minimum and Additional Rent expenses paid to the landlord.
- Responsible for the accurate analysis of rent expenses including but not limited to, operating costs and property taxes as it relates to all rental notices and year-end reconciliations.
- Ensure all landlord billings, including rental notices and year-end reconciliations are reasonable, accurate and in accordance with the terms of the lease agreements which includes a review for mathematical accuracy, a thorough desktop audit, and verification of the pro-rata share.
- Reconcile prepayments to verify against landlord's billings.
- Research and resolve any discrepancies in the rental notices and/or year-end reconciliations and challenge costs and/or billing discrepancies with landlords through effective written and verbal communication.
- Review all rental information and keep an accurate and up-to-date reflection for all rent components, landlord, property management, percentage rent and lease related dates in the master database.
- Respond to all internal and external inquiries in a timely manner, maintaining professional relationships with clients, landlords, and the team.
- Conduct a thorough analysis of supporting documentation provided by the landlords for the additional rent calculations.
- Interpret all rent and Additional Rent related clauses and definitions from the lease documents and confirm the accurate and appropriate applications of these clauses.
- Assist with the review and interpretation of operating cost and property tax clauses in the lease documents working in conjunction with the team.
- Calculate, track, and confirm payment of tenant allowances for each location as needed.
- Preparation of special reports as and when required.
- Preparation of detailed reports to landlords including the calculation of percentage rent.
- Responsible for the review and reconciliation of all utility accounts (e.g., hydro, gas, water) as required.
- Maintain company rent lease obligation log and provide monthly updates to the clients' finance teams.
- Use previous analytical experience and industry knowledge to make recommendations and flag any potential issues or discrepancies with year-end reconciliations, prepayments, and rental notices.
- Use negotiating skills to challenge billing discrepancies.
- Prepare analysis of all rental notices and year-end reconciliations and all related correspondence ensuring all details are accurately documented.
- Ensure all reports, logs and the master database are accurate, updated regularly and detailed.
- Apply proof reading and editing skills to all documents and correspondence to ensure accuracy.

- Communicate proactively and as needed with clients' real estate and finance teams to ensure alignment on projects.
- Act as the liaison between company management and outside landlords.
- Ensure effective internal communication with all parties involved.
- Organize and expedite the flow of work, initiate and follow-up as required.
- Solicit guidance as required from time to time to ensure all projects are completed on time and meet Company standards.
- Ensure all documents and communications are accurate, print ready and meet Company standards.
- Promotes and works to maintain workplace wellness, health, and safety, through active compliance with all workplace health and safety policies and procedures.

Requirements:

- Bachelor's degree in business administration, real estate, or a related field, is preferred.
- Proven work experience as a Commercial Lease Administrator or in a similar role.
- Strong knowledge of commercial lease administration processes, legal requirements, and industry standards.
- Familiarity with relevant legislation, such as the Commercial Tenancies Act, and ability to interpret and apply lease terms and conditions.
- Excellent organizational skills with a keen attention to detail and the ability to manage multiple tasks and deadlines simultaneously.
- Strong written and verbal communication skills, with the ability to effectively interact with clients, landlords, and the team.
- Proficiency in using lease management software and MS Office applications (Word, Excel, PowerPoint).
- Analytical mindset with the ability to interpret lease data and financial information accurately.
- Ability to work within strict deadlines.
- Ability to organize and expedite the flow of work, initiate and follow-up as required.
- Strong problem-solving skills and the ability to negotiate and resolve conflicts effectively.
- Exceptional customer service skills with a commitment to providing a positive experience for clients, landlords, and the team.

If you are a motivated and detail-oriented professional with a passion for commercial lease administration and possess excellent organizational skills, we would love to hear from you. Join our team and contribute to our mission of providing outstanding CRE lease solutions to CRE tenants.