

Position Title: General Manager - The Shops at Carriage Crossing

Location: Collierville, Tennessee

Job Summary: Edwards Realty Company seeks a General Manager to support the revitalization of The Shops at Carriage Crossing, a prominent shopping center in Collierville, Tennessee.

As General Manager, you will be responsible for overseeing the day-to-day operations and overall management of the center. You will play a vital role in creating a welcoming and dynamic environment that enhances the shopping experience for our valued customers while ensuring the success and profitability of the center.

Key Responsibilities:

Operations Management:

- Oversee all aspects of the shopping center's operations, including tenant services, 3rd-party vendor management, and Owner improvement projects.
- Ensure that the center operates efficiently and in compliance with all local, state, and federal regulations.
- Ensure optimal performance and full compliance with health, safety, labor and environmental regulations.
- Develop and implement effective procedures and protocols for smooth and safe operations.
- Assist with Common Area Maintenance and Capital expense budgets/forecasts within approved parameters.

Tenant Relations:

- Build and maintain strong relationships with tenants to understand their needs, address concerns, and foster a positive leasing environment.
- Support local brokerage agencies with prospective tenant showings and space preparations, including a full understanding of space conditions and necessary improvement.
- Support tenant onboarding processes in collaboration with the leasing and Ownership teams.

Financial Performance:

- Develop and manage the center's annual budget, revenue targets, and expense control measures.
- Regularly analyze financial reports and performance metrics to identify opportunities for improvement and cost-saving measures.

Marketing and Promotion:

- Collaborate with the marketing team to develop and execute effective marketing and promotional strategies to attract shoppers and increase foot traffic.
- Organize and support special events, community engagements, and seasonal campaigns to enhance the shopping center's visibility and appeal.
- Support Marketing and Events team with on-site coordination and vendor management

Property Maintenance and Improvements:

- Oversee the maintenance and cleanliness of the shopping center, ensuring a safe and aesthetically pleasing environment for visitors.
- Coordinate with vendors and contractors for repairs, renovations, and capital improvement projects.

Customer Experience:

- Prioritize exceptional customer service and ensure the delivery of a positive shopping experience for all visitors.
- Address customer feedback and complaints promptly, implementing improvements as necessary.

Team Leadership:

- Recruit, train, and manage a competent and customer-focused team to execute the shopping center's operations efficiently.
- Foster a collaborative and positive work environment, encouraging teamwork and professional growth among employees.

Safety and Security:

- Implement and maintain robust safety and security protocols to safeguard visitors, tenants, and property assets.
- Collaborate with local law enforcement and emergency services to address security concerns.

Qualifications and Requirements:

- Bachelor's degree in Business Administration, Real Estate, Retail Management, or a related field is preferred.
- Proven experience in shopping center management or property management, with at least 5 years in a leadership role is preferred.
- Strong financial acumen and experience in budgeting, financial analysis, and cost control.
- Excellent communication, negotiation, and interpersonal skills to build and maintain relationships with tenants, customers, and stakeholders.
- Proficiency in using property management software and Microsoft Office suite.
- Knowledge of local zoning laws, building codes, and regulations related to shopping centers.
- Adept at problem-solving, decision-making, and managing multiple tasks simultaneously.
- Flexibility in work hours, as the role may require some evenings, weekends, or holidays.

Salary Range: \$85,000-\$95,000, commensurate with experience.

Join our dedicated team and become an integral part of The Shops at Carriage Crossing revitalization. As the General Manager, you will have the opportunity to shape the future of the shopping center, driving its success and contributing to the growth of the local retail landscape.

Email cover letter and resume to: aaron@edwardsrealtyco.com.