



28 Exeter at Newbury Property Manager

KIC

The Kensington Investment Company, Inc. (KIC), is the family office of the Lewis Family. KIC's primary areas of investment include real estate, direct investments in private companies, and alternative investment vehicles, such as private equity and venture capital funds.

In addition to real estate and other investments, the Lewis Family owns Grand Circle Corporation (GCC), which operates through the brands Grand Circle Cruise Line, Overseas Adventure Travel, and Grand Circle Travel, and is the nationally recognized leader in international travel, adventure, and discovery to Americans over the age of 50.

The Lewis family and KIC have formalized their commitment to changing people's lives and giving back to the communities where they travel, live, and work through philanthropic endeavors, which include Pinnacle Leadership Foundation, Lewis Family Foundation, Grand Circle Foundation and Eastman Corner Foundation

Top 3 Goals:

1. Achieve 85% service excellence annually

- a. Achieve 95% Mtech (Maintenance Technician) excellence rating measured monthly.
- b. Achieve 95% Concierge Service Excellence measured annually.
- c. The PM will ensure consistency at the concierge desk [front of house], monitor KICticket to ensure rapid response to resident work orders, and meet one-on-one weekly with the leasing manager, MTech and head of concierge.

2. Achieve 2017 NOI goal of \$3.8M

- a. Report any operating hot issues, including major variances from forecast to plan.
- b. Responsible for preparing the monthly forecast versus plan, capex tracking report and bi-weekly hot issues report out with follow-up actions (Supported by Real Estate Accountant).
- c. Work closely with KIC construction manager to complete timely unit turnovers and capex projects.
- d. Collect all rent by the 5th of each month.

3. Achieve 65% Resident Retention Annually

- a. Mentor the leasing agent to ensure all notices, rent increases, defaults and resident interaction are properly addressed and executed.
- b. Responsible for delivering all marketing, leasing and operating reports in a timely fashion with hot issues noted.



Key Attributes Candidate Must Have

- 7-10 years' experience
- The candidate should exemplify the company values of open and courageous communication and risk taking by raising issues immediately and concisely with appropriate recommended action.
- Proven Maturity
- Excellent communication skills, both written and oral
- Attention to detail to drive service quality

- **Job Location:** Boston, Massachusetts
- **Position Type:** Full-Time,
- **Reports to:** Director of Residential Operations
- **Direct Reports:** Leasing Agent [TBH]
- **Salary:** Commensurate with Experience
- **Posted:** January 30, 2017

Areas of Responsibility to Include (but not limited to):

- Oversee and manage a strong, differentiated community brand experience.
- Meet leasing and operating deliverable deadlines.
- Review and approve strategic marketing initiatives.
- Oversee all advertising, including strategic media placement, social media components, website content, signage, etc. to stay on KIC's leasing and operating plan.
- Development with leasing agent, annual property marketing budgets, and monitor on an ongoing basis to stay on plan.
- Proactively identify operating hot issues and resolve before they become resident issues.
- Understand and maintain KIC contract approval process.
- Analyze, manage and mitigate risk.

Qualifying Personal Surveys: All eligible candidates will be required to complete a Predictive Index and Leadership Evaluation Assessment survey. As a condition of employment, all candidates must complete a i) Drug Screen and ii) Background Check.