



## NEIGHBORHOOD DEVELOPMENT CENTER POSITION DESCRIPTION

**POSITION TITLE:** General Manager, Midtown Global Market

**DATE:** March, 2021

**DEPARTMENT:** Real Estate

**AUTHOR:** HR

**SUPERVISOR:** Senior Real Estate Director

**INCUMBENT:** TBD

### JOB POSTING:

The Neighborhood Development Center mission is to empower entrepreneurs and community partners to transform their low-income neighborhood economies from within. Our work is guided by our values of entrepreneurship, partnership, cultural competency, compassion, collaboration and innovation. NDC owns and manages small business incubators throughout MPLS and ST. Paul in order to ensure affordable commercial real estate for neighborhood entrepreneurs including Midtown Global Market, Frogtown Square, 809 Building, Frogtown Entrepreneur Center and Frogtown Crossroads (under construction).

NDC's flagship small business incubator is the 70,000 square foot Midtown Global Market (MGM). MGM is a locally and nationally celebrated public market located in the historic Midtown Exchange which includes over 1 million square feet of renovated class A commercial real estate that was completely renovated from the former Sears headquarters.

MGM exists to develop and maintain a public market that builds upon the economic, social and cultural assets within the surrounding communities and welcomes the diverse peoples of this community to share and celebrate together the healthy foods, arts, crafts and other aspects of their heritage. Since opening its doors in 2006, the market has consistently drawn over 1 million visitors a year and has established itself as a cultural gem in the heart of the Phillips-Powderhorn neighborhoods.

As we celebrate MGM's 15 year anniversary, we are seeking a General Manager to lead our MGM management team into the next 15 successful years and beyond.

### What this job involves

#### *Managing industry changing real estate*

As the General Manager (GM), you will provide leadership to your team and outstanding customer service to your customers and tenants, while staying informed and in front of retail and hospitality trends that will enhance MGM's customer experience. You are responsible for all aspects of customer and tenant satisfaction. As the lead professional, you will also be responsible for all leasing, preparing budgets and financial reports, managing TI and capital improvement projects, marketing and events and developing your staff. You will be an excellent communicator (both written and verbal) to building owners, boards of directors, community partners and tenants in order to ensure an ongoing, successful relationship.

### ***Creating strategic and collaborative solutions***

You are an individual who sees the big picture, acts decisively and focuses on creating an energized and collaborative environment. As a General Manager, you will contribute to the establishment and refinement of work quality, cultural initiatives and best practices to drive results as a team. You will also contribute to developing successful, diverse teams through inclusive and thoughtful means of communication.

### ***Embracing the human side of business***

You are people focused, seeking out and understanding the needs, perspectives and motivations of tenants and team members alike. Your ability to communicate well and manage customer, tenant and vendor relationships will allow for seamless conflict resolution and client retention.

### ***A relationship builder***

Both verbal and written communication skills are vital, and, of course you'll be good at establishing relationships with all levels of the organization & external clients.

### ***Tech minded***

The real estate industry is consistently changing with technology. You'll need to make technology work to your advantage and the advantage of our tenants. You must demonstrate proficiency in the use and application of technology tools and continually seek opportunities to develop your skillset.

### ***An achiever***

You'll have a proven track record of results as we'll expect you to act decisively, think big, and manage your time to meet deadlines in a fast-paced, high volume environment. Most importantly, you'll want to contribute to a diverse, supportive, and talented team.

### **To apply you have the following qualifications:**

- Bachelor's degree preferred and advanced degree a plus
- Minimum of five (5) years of commercial property management experience including recent experience managing a **retail/shopping center/public market** property.
- Must have strong financial acumen and experience preparing budgets, CAM reconciliations, and other types of related financial reports.
- Familiarity with building systems, lease negotiation, documentation and administration.
- Must have at least (3) years of management and supervisory experience.
- Experience using a property management accounting platform, such as Yardi.
- Experience with tenant improvement projects including working with contractors, permitting processes, architecture and design, and project budgets.
- Bilingual fluency in Spanish or second language strongly-preferred.
- Flexibility with various work and meeting schedules.

If this sounds like you, please send cover letter, resume and salary requirements to [HR@ndc-mn.org](mailto:HR@ndc-mn.org)