

TENANT RELATIONS COORDINATOR



Position Title: Tenant Relations Coordinator
Department: Property Management
Manager: Assistant Property Manager
FLSA Status: Salary Non-Exempt

About the Organization

The Research Triangle Foundation (RTF) of North Carolina, owner and developer of The Research Triangle Park, is a nonprofit organization dedicated to fostering innovation, collaboration, and economic growth. Through its management of the Frontier RTP Campus and other assets, RTF provides dynamic, inclusive environments for businesses, entrepreneurs, and community members to thrive.

Position Overview

RTF is seeking a full-time Tenant Relations Coordinator to support its Operations Department. This role is responsible for the coordination of meeting and event space rentals at the Frontier RTP Campus, oversight of the coworking floor and lobby area, and serving as the central point of contact for the Frontier RTP coworking community. The ideal candidate will bring strong administrative skills, excellent customer service, and a collaborative mindset to support a vibrant and welcoming workplace environment.

Duties and Responsibilities

Administrative Support

- Provide general administrative assistance to the property management team across multiple buildings.
- Monitor and respond to the Property Management inbox, escalating urgent matters to appropriate team members.
- Responsible for day-to-day 3rd-floor mailroom and delivery management.
- Process and track access devices such as keys and fobs; issue and program them for tenants.
- Maintain organized digital files, including vendor, tenant, and contractor records.
- Draft and distribute tenant communications as directed by management.

Coworking Floor & Lobby Oversight

- Maintain the cleanliness, organization, and overall appearance of the coworking floor and lobby.

- Serve as a friendly, visible presence in the space, encouraging care and pride among users.
- Respond to coworking-related inquiries and direct communications to relevant staff as needed.
- Provide basic tech support and guidance for coworking technology, including screens, microphones, and room reservation tools.
- Maintain and update tenant contact lists within the CoWorks app.
- Plan and execute small-scale monthly engagement events (e.g., pop-ups or coffee chats) within a set budget.
- Continuously evaluate layouts, signage, or workflows and propose changes and improvement.
- Monitor inventory and make recommendations to the Assistant Property Manager on how to restock coworking and A/V supplies.
- Collect data related to coworking floor usage, engagement, and satisfaction and present to the Assistant Property Manager on a monthly basis.

Event and Meeting Space Coordination

- Serve as the main point of contact for all internal and external meeting and event reservations across the Frontier Campus.
- Manage logistics for meetings/events, including scheduling, setup, onsite support, and occasional coverage outside of standard business hours.
- Handle daily space use requests and general inquiries via phone and email.
- Communicate with clients to confirm bookings and manage records using online reservation software.
- Set up and operate A/V equipment, lighting, and microphones as required.
- Ensure all meeting spaces are presentable, functional, and well-stocked.
- Draft standard operating procedures (SOPs) and maintain documentation for reservation and event workflows.
- Prepare rental contracts, process approvals, issue invoices, and manage payment collection and follow-up.
- Collaborate with the marketing team to promote meeting spaces and drive usage through outreach campaigns.
- Collect usage data and post-event feedback to compile monthly reports on reservations, revenue, and trends.
- Provide event support and backup coverage as needed for special projects or programs.

Emergency Procedures & Safety

- Stay informed about building emergency procedures and assist during drills or real-time incidents.

- Conduct routine checks to ensure coworking and event spaces meet safety and accessibility standards (e.g., clear egress paths, functioning lighting, etc.).

Required Qualifications

- Associate degree and 1–3 years of experience in an administrative, hospitality, facilities, or events role, or an equivalent combination of education and experience.
- Experience coordinating meetings/events or working in a customer-facing environment is preferred.
- Friendly, outgoing personality with a professional and positive demeanor.
- Strong attention to detail, highly organized, and responsive to tenant needs.
- Ability to prioritize and manage multiple tasks in a fast-paced, team-oriented environment.
- Proficiency in Microsoft Office Suite; Adobe and meeting management software experience is a plus.
- Excellent written and verbal communication skills.
- A proactive problem-solver with a strong customer service mindset.

Physical Demands

- Frequent verbal communication with tenants, vendors, and team members via phone, email, and in-person.
- Ability to sit for extended periods; event coordination may require fast-paced movement and light lifting of furniture or A/V equipment.
- Normal vision and hearing required for standard administrative and customer service tasks.
- Manual dexterity needed for use of office technology, including computers, printers, and copiers.

Work Environment

This position is primarily based indoors within a traditional office setting on the Frontier RTP campus. The role includes general administrative duties, coworking space oversight, and occasional fast-paced event support.

Equal Opportunity Statement

The Research Triangle Foundation is proud to be an Equal Opportunity Employer. We do not discriminate based on race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or any other non-merit-based factor.