



Job Title: Property Operations Analyst
Reports To: Director of Property Operations
FLSA Status: Exempt
Department: Westlake Realty Group, Inc.
Location: 520 South El Camino Real, BSMT A, San Mateo CA 94402
Prepared/Revised: September 2026

About the Company:

Westlake Realty Group, Inc. is a full-service family-owned real estate operating, investment, and development firm with extensive experience in all asset classes of real estate in the San Francisco Bay Area and Western United States. The Company's current holdings include a diverse portfolio of office, multi-family, hospitality, retail, and mixed-use properties primarily located in the San Francisco Bay Area. Since its inception dating back to the early 1970s, Westlake has acquired, developed, and operated properties in the United States, Mexico, China, and Japan. While the level of our property operations and development services are institutional quality, Westlake's corporate culture promotes good health, excellence, personal development & belief in the principle of Kai Zen to grow. It is the responsibility of the Financial Operations Analyst not only to exhibit exceptional client service when communicating with team members and external parties, but also to focus on productivity and driving results. This role is pivotal to the success of our operations and the growth of the Westlake portfolio.

Overview:

Westlake Realty Group is seeking an exceptional early-career professional to join our team as Property Operations Analyst. This role is designed for someone who is smart, hardworking, highly organized, eager to learn, and ready to take meaningful responsibility early in their career.

Westlake is building an AI-forward approach to property operations. We are implementing AI agents and automated workflows to handle an increasing amount of routine analytical, administrative, reporting, and clerical work. The Property Operations Analyst will be expected to embrace these tools, learn them quickly, and use them effectively.

At the same time, real estate is a physical and relationship-driven business. Properties, tenants, vendors, contractors, and unexpected situations frequently require something technology cannot provide: human judgment, physical presence, common sense, communication, and follow-through.

The Property Operations Analyst serves as that human operating layer across our portfolio.

This is not a purely desk-based role and it is not purely a field role. On any given day, you may be walking a property, meeting with a tenant, coordinating a vendor, investigating an unusual issue, reviewing documents or operating information at your computer, or using AI-enabled systems to move work forward.

We are looking for someone who is comfortable doing all of the above - and who has the attitude and aptitude to learn quickly as the role grows.

The Opportunity

This role provides unusual exposure to the operational side of a diversified real estate portfolio and the opportunity to learn directly from experienced real estate professionals.

As AI changes how administrative and analytical work is performed, we believe the most valuable professionals will be those who know how to combine technology with excellent human judgment.



The successful Property Operations Analyst will learn how properties actually operate, how tenants and vendors behave, how problems get solved, how ownership decisions get made, and how AI can make all of those processes more effective.

For someone who is hardworking, curious, capable, and eager to learn, this role offers significant opportunity to grow with the organization.

Key Responsibilities

Property Presence & Asset Stewardship

- Regularly visit and walk properties to understand current conditions and identify issues that may not otherwise be captured through reports or automated systems.
- Serve as an additional set of eyes and ears for ownership across the portfolio.
- Observe properties from an owner, tenant, customer, and operational perspective, including appearance, cleanliness, signage, access, parking, security, landscaping, vacant spaces, and general property condition.
- Identify conditions that appear unusual, incomplete, inconsistent, or below Westlake's standards and take ownership of determining the appropriate next step.
- Conduct and document property inspections, vacant-space inspections, move-in/move-out inspections, vendor completion checks, and other field reviews.
- Verify that work, repairs, installations, and other commitments have actually been completed to an appropriate standard.

Tenant Relations & Human Interaction

- Build positive working relationships with tenants and serve as a responsive, professional representative of Westlake.
- Assist with tenant move-ins, move-outs, orientations, access, and other property-related needs.
- Personally engage when tenant matters require judgment, sensitivity, problem solving, or face-to-face communication.
- Help resolve complaints and operational issues before they escalate.
- Recognize when a routine communication should become a phone call, meeting, or property visit.
- Develop an understanding of tenant satisfaction and identify potential relationship or retention issues that may not be apparent from formal reporting.

Vendor & Contractor Coordination

- Coordinate with vendors and contractors on property activities, access, scheduling, tenant impacts, and completion of work.
- Meet vendors onsite when circumstances require physical coordination or verification.
- Help confirm that vendors understand the expected scope and property requirements.
- Observe service quality and identify incomplete or unsatisfactory work.
- Follow through on deficiencies until they are appropriately resolved.
- Maintain productive, professional relationships with service providers while protecting Westlake's interests.

Issue Resolution & Exception Management

- Take ownership of operational issues that do not fit neatly into an established workflow or department.
- Investigate unusual property situations, gather facts, communicate with the appropriate parties, and drive matters toward resolution.



- Respond appropriately when a situation requires someone to physically visit a property.
- Assist with the coordination and documentation of incidents such as property damage, access issues, unauthorized activity, tenant disputes, vendor problems, security concerns, and other unexpected events.
- Exercise judgment about what can be resolved independently and what requires escalation to senior property operations, engineering, ownership, legal counsel, or another resource.
- Maintain strong follow-through so that issues do not disappear simply because the initial communication or work order has been completed.

AI-Enabled Property Operations

- Become highly proficient with Westlake's AI agents, property systems, and automated workflows.
- Use AI extensively for appropriate research, drafting, documentation, organization, tracking, reporting, scheduling, and administrative tasks.
- Review AI-generated work thoughtfully rather than accepting outputs without judgment.
- Recognize when an automated workflow or AI agent is insufficient and human intervention is required.
- Provide feedback on AI-enabled processes based on real-world property experience and identify opportunities where workflows can be improved.
- Adapt quickly as new tools, agents, and operating processes are introduced.

Administrative & Analytical Work

While AI will increasingly support routine administrative and analytical functions, the Property Operations Analyst must be comfortable and capable working behind a computer when human analysis or intervention is required.

- Reviewing leases, proposals, contracts, invoices, correspondence, operating reports, and other property documentation.
- Researching and resolving discrepancies or conflicting information.
- Preparing thoughtful tenant, vendor, and internal communications when situations require human judgment.
- Working through non-routine operating, billing, documentation, or coordination issues.
- Reviewing property and financial information to understand issues and support decision-making.
- Maintaining accurate records and ensuring important information is properly documented.
- Coordinating projects and action items involving multiple internal and external parties.
- Using Excel, property-management systems, AI tools, and other software to organize information and solve problems.

Collaboration with Building Engineering

Westlake has a dedicated Building Engineering team responsible for the technical operation, maintenance, troubleshooting, and repair of building systems.

The Property Operations Analyst will work closely with Engineering while maintaining a distinct role focused on:

- Tenant and customer experience.
- Property appearance and operating standards.
- Vendor and contractor coordination.
- Communication and follow-through.
- Physical verification.
- Commercial and operational considerations.
- Situations requiring broader property-management judgment.



The Property Operations Analyst is not expected to perform technical engineering or maintenance work but should develop enough familiarity with building operations to communicate effectively, recognize potential issues, and involve the appropriate technical resources.

What We're Looking For

We care much more about who you are and how you operate than whether you already know everything about commercial real estate. The strongest candidate will demonstrate:

- **Exceptional work ethic.** You are willing to work hard, take responsibility, and do what is necessary to get something completed properly.
- **Learning agility.** You absorb information quickly, retain what you learn, ask good questions, and continuously improve.
- **Common sense and judgment.** You can assess an unfamiliar situation, identify what matters, and determine a sensible next step.
- **Strong communication.** You communicate clearly and professionally in person, by phone, and in writing and are comfortable interacting with tenants, vendors, contractors, coworkers, and senior executives.
- **High ownership.** When something needs attention, your instinct is to help solve it rather than simply pass it along.
- **Strong follow-through.** You keep track of commitments and make sure matters actually reach resolution.
- **Attention to detail.** You notice things other people miss and care about getting the details right.
- **Resourcefulness.** You are comfortable dealing with ambiguity and figuring things out when there is no obvious playbook.
- **Organization.** You can manage multiple properties, priorities, conversations, and open items without losing track of important details.
- **Professional maturity.** You represent the company well and exercise appropriate discretion and judgment.
- **Comfort with technology.** You learn new systems quickly and are comfortable spending meaningful time working at a computer.
- **AI fluency.** You are comfortable using modern AI tools as part of your daily work and enthusiastic about working within an AI-forward organization.
- **Humility and curiosity.** You are confident enough to take initiative but willing to ask questions, receive feedback, and learn from people with greater experience.

Qualifications

- Bachelor's degree or equivalent combination of education and experience.
- Approximately 0-3 years of professional experience. We welcome strong recent graduates as well as candidates looking for their next opportunity after beginning their careers.
- Excellent written and verbal communication skills.
- Strong computer skills and comfort learning new software.
- Working knowledge of Microsoft Excel and standard business productivity tools.
- Comfort using generative AI tools such as Claude, ChatGPT and other similar platforms.
- Ability and willingness to travel regularly between properties in the San Francisco Bay Area.
- Ability to manage changing priorities and respond appropriately when unexpected property issues arise.



Preferred, But Not Required

- Previous exposure to commercial real estate, property management/operations, construction, hospitality, facilities, customer service, or another operationally intensive environment.
- Familiarity with property-management software such as Yardi, AppFolio, or similar systems.
- Experience coordinating vendors, customers, projects, or physical operations.
- Demonstrated interest in real estate investing, property operations, technology, or entrepreneurship.

Prior real estate experience is helpful, but we are willing to teach the right person.

Send resume & cover letter to: careers@westlake-realty.com only.