

Jill Caffey

904-614-9875 / jill.caffey1@gmail.com

Professional Experience

Regency Centers

January 2006 – Current

Vice President – Property & System Administration

March 2022 – Current

- Lead and oversee ~ 50 employees of lease administration, accounts receivable, accounts payable, and business technology functions, ensuring efficient operations and compliance with company policies and procedures.
- Develop and implement strategies to optimize lease document abstraction and management processes on ~10,000 tenants.
- Oversee accounts receivable processes, including billing and cash application of over \$140m monthly, to maintain healthy cash flow and minimize outstanding receivables.
- Oversee accounts payable activities, including vendor management, invoice processing, and payment disbursements, to ensure timely and accurate payments while maximizing vendor relationships.
- Oversee Business technology team, that is a liaison between traditional IT teams and business operations.
- Responsible for all system implementation and maintenance with integrations directly into ERP system (Nexus, VersaPay, REmaap, etc).
- Collaborate with cross-functional teams to streamline processes, enhance operational efficiencies, and mitigate financial risks.
- Provide strategic guidance and leadership to departmental staff, fostering a culture of accountability, collaboration, and continuous improvement.
- Led and oversaw project team responsible for all data integrations as a result of merger with Urstadt Biddle. Portfolio includes 77 Properties, 5.3m square feet of retail space and 1,200 active leases.

Director – Lease Administration

July 2019 – February 2022

Senior Manager - Lease Administration

July 2014 – July 2019

- Manage a team of 16 employees which includes 3 Analysts, 2 Sr. Lease Administrators, 9 Lease Administrators and 2 Administrative Assistants.
- Manage all day to day operations of the Lease Administration team, which includes in house lease abstraction of an average of 600 transactions per month, processing tenant billings of over \$120m per month, and generating straight line rent at the lease level for over 9,000 tenants.
- Partners closely with various finance personnel to ensure the company executes and meets all lease accounting and reporting requirements for both current and future lease accounting standards under GAAP, while ensuring strong internal controls exist around the entire lease administration function.
- Prepare monthly/quarterly occupancy and leasing statistic files, utilized by various teams for both internal and external reporting.
- Developed a new platform that integrates with ERP software (JD Edwards), which reduces manual entry required by lease administrators, automates billing adjustments and reduces review time by building in logic to identify mistakes prior to being submitted for review. Went Live in April 2017.
- Manage reabstraction of all leases within our portfolio (approx. 9,000 leases) and continued relationship with third party abstraction services.
- Lead on project team responsible for all data integrations as a result of merger with Equity One. Portfolio includes 112 Properties, 15m square feet of retail space and 2,000 active leases.

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Manager – Financial Services

October 2012 – July 2014

- Led Central region operational reporting, analysis, budget, and forecasting.
- Managed and advised field personnel during budget and forecasting of leasing assumptions, expenses, and total NOI review. (12m square feet of retail space and \$143m annual NOI).
- Provided variance analysis of budget to actual on occupancy, leasing statistics and NOI.
- Worked closely with division level management as a trusted advisor to execute plans within the framework of the organization.
- Coordinated and prepared all presentation materials for quarterly asset calls. Prepped division level management to present to Executive Committee and Board of Directors.
- Assisted in the development and implementation of new budgeting/forecasting tool that was built by Regency's internal IT team.

Operational Shared Services Manager

November 2010 – October 2012

- Accountable for all aspects of process development and improvement, decision making, and managerial oversight of the policies and procedures for the following teams: Lease Administration, AR, Rec/Recovery, and Tenant Account Specialists.
- Responsible for effective and timely communication across stakeholder groups, complex problem solving, establishment and tracking of productivity measures, technology implementation, best practices and cost effective solutions to continually improve the efficiency and effectiveness of the operations.
- Managed, trained, and motivated multiple teams to ensure they provided the best support available to the end user in the most conducive work environment possible.

Sr. Financial Analyst

October 2009 – November 2010

- Developed, reviewed and published financial and operational performance trend analysis, including assisting senior management in their preparation of presentation materials for quarterly operational review meetings.
- Assisted with financial analysis and reporting to support business planning, including annual budget and quarterly forecasts.
- Created and analyzed weekly, monthly, and annual reports to ensure accurate leasing and financial data was reported.

Sr. Lease Commission Accountant

October 2007 – February 2010

- Calculated internal and external commissions based on multiple payment arrangements, including various broker agreements.
- Tracked leasing activity for all tenants using an internal database maintained to generate leasing statistics analyzed for monthly and quarterly reporting.
- Calculated occupancy, rent growth, and various ad hoc reports to analyze leasing statistics for internal and external users.

Sr. National Account Specialist

January 2006 – October 2007

- Maintained professional relationships with major national tenants.
- Responsible for resolution of billing errors or disputes. Approved the team's adjustments to tenant accounts, as necessary.
- Worked with internal legal department to assist with tenants in default or bankruptcy and prepare accelerated rent schedules.
- Coordinated tenant audits and assist auditors with unresolved issues.

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On Call Staffing, Inc.

February 2001 – January 2006

Recruiter

February 2003- January 2006

- Identified, developed, and maintained an active candidate pipeline/database through recruitment sources including: online networking boards and referrals.
- Interviewed and evaluated potential employees for job placement.
- Provided customer service to existing clients, including responding and providing initial guidance and recommendations on employee relation issues including performance, complaints, corrective action, etc.

Receptionist/ Payroll Coordinator

February 2001 – February 2003

- Performed all administrative duties and act as Executive Assistant to President.
- Processed weekly payroll for over 50 employees.

Computer Skills

- Microsoft Office
- JD Edwards
- Global Software Spreadsheet Server
- Insight Software GL Inquiry
- Adobe Acrobat

Education

- Jacksonville University – Masters of Business Administration
- University of North Florida – Bachelor of Science, Communications with a Public Relations emphasis

Civic Leadership

- Member of Urban Land Institute (ULI) and International Council of Shopping Centers (ICSC)
- Board member of Oracle Real Estate User Group (OREUG)
- Committee Member of ULI's Women in Leadership
- Committee Member & Financial Model Expert for Urban Plan Program
- Former Committee Member of ULI's Award for Excellence Program
- Awarded 2009-2010 Stein Fellowship through the United Way