



2021 Women in Professional Services: Brooke Richartz, JPMorgan Chase, Multifamily Lending

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Name: Brooke Richartz

Title: Executive Director & Regional Manager

Company Name: JPMorgan Chase, Multifamily Lending

How have you adapted and changed in the last 12 months?

I've learned to carve out time to be more present, in particular when it comes to "me time." While working remote I found it challenging to separate myself from work. As a working mother there were constant distractions and demands that eliminated my "me time." I now work with my team to ensure I have coverage and schedule time for myself. I recently attended a Zoom sip and paint. I am not artistic at all, but it was fun connecting with my friends trying something new.

Women have made significant progress in the last year towards equality in the workplace. How do you advocate for your fellow women in real estate?

I've gravitated towards mentorship. There are extremely talented young women joining this firm and industry. In this environment the lack of watercooler chats can be detrimental to building relationships that help a career flourish. I make a concerted effort to keep in touch with these women so I can help highlight their achievements and continually challenge them to think about their career path.

What steps have you taken to ensure the continued success of your firm?

I stay focused on creating an exceptional client experience. I think of clients as our business partners. They can bank anywhere. How we solution for them is what separates us from other banks and deepens our relationship.

Why should women consider a career in commercial real estate and related services?

There are endless possibilities in this industry. Growing up in this business on the lending side, I've worn quite a few hats. I've worked in sales, credit and operations. I love a good challenge and working in commercial real estate has afforded me the opportunity to push myself and learn different aspects of the business. Today I find myself in a leadership role. I am challenged every day to be a strong and supportive leader, by challenging others to grow personally and professionally. It's very rewarding to help people grow and find their strengths.

How do you keep your team motivated despite conflicts and obstacles?

I work with an amazing team and I am very proud of the team I lead. Everyone is passionate about what we do to support our clients. I always try to provide my team with perspective. When folks need a boost I remind them in the midst of a global pandemic we've funded over \$1.7 billion in NYC. If we can do that when NYC is on lockdown—think of the possibilities as we start to reopen.

What books or social media influencers would you recommend to other women?

With two kids under the age of five there hasn't been a lot of time for reading or perusing social media. However, I highly recommend the mindfulness sessions on FitBit. I've found mindfulness really helpful in resetting or reenergizing my day. With all the demands of a working mother, taking a break for as little as three minutes can feel amazing.

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