

## **Senior Property Manager**

Terra Property Management located in Vancouver is fast-growing and seeking an enthusiastic, energetic and driven, Senior Property Manager to join the team. Reporting directly to the General Manager, this position is responsible for providing excellent property management, operational management and support, human resource management, business development, client retention and management and tenant and member engagement and day to day operations. In addition to managing your own portfolio, you will supervise and direct activities of property management staff including licensed property managers. The successful candidate will be an experienced and licensed rental and strata property manager under the Real Estate Council of BC who is a leader and self-starter and conducts business in a collaborative, proactive and transparent manner.

Your day-to-day property management responsibilities for your own portfolio include, but are not limited to the following:

- Overall responsibility and oversight of his or her assigned portfolio
- Provide leadership, guidance and support to clients regarding the effective operations of the property and ensure compliance with all applicable legislations
- Supervision of contractors and trades and contracting for property needs as required by the client such as maintenance, security, cleaners or other professional services
- Attendance of client evening meetings including monthly board of director meetings, annual general meeting and general meetings
- Participation in after hour emergency calls “On-Call” rotation
- Provide guidance, support and supervision of his or hers assigned supportive administrative and financial staff
- Preparation of annual operating budgets
- Preparation of monthly management reports
- Performing administrative functions where necessary such as resident and client correspondence, building notices and updating of key building information such as insurance, resident information etc.
- Regular site visits of his or hers assigned portfolio
- Client liaison to external associates, partners, stakeholders, funders and other professional associates

In addition to the day-to-day property management responsibilities of your own portfolio you will support other property managers with their respective portfolio's and also take part in business development and marketing, operations management and human resource management.

You are a great leader, liaison and a people-person who is capable in providing exceptional property management and client services, while efficiently delivering on client service deliverables in accordance to the management service agreements. Your ability to manage time, multi-task, learn new tasks in a quick and efficient manner, and delivering multiple services with multiple deadlines timely are essential to this position.

The ideal candidate would possess the following skills, knowledge and abilities:

- Demonstrates strong leadership skills and a team player
- Possesses superior communication skills, both written and verbal with a successful track record in working with clients, staff and residents at all levels
- Demonstrates confident public speaking to small and mid-size audience group
- Demonstrates excellent organizational and time management skills and possess the ability to work in a high volume, fast paced and dynamic environment
- Proven abilities to resolve conflict on various levels
- Ability to multi-task and prioritize assignments in an extremely fast-paced environment
- Intermediate to advanced skills of Microsoft Office that includes, Word, Excel and Outlook
- Working knowledge of building maintenance, systems, preventative maintenance and capital planning
- Working knowledge of the Residential Tenancy Act, Cooperative Association Act and Strata Property Act
- Working knowledge of the non-profit and co-op housing sector, an asset
- Working knowledge of provincial and federal funding programs administered through BC Housing and CMHC, an asset
- Provide a positive and enthusiastic, hands-on approach with a strong focus to client and resident service
- Able to work outside regular business hours as required
- Frequent travel in the Lower Mainland

The ideal candidate would possess the following minimum experience:

- 5+ years of residential property manager experience
- Possess a Representative License to provide Rental and Strata Management Services as issued by the Real Estate Council of B.C.
- Possess a valid BC driver's license and reliable automobile

Please submit your cover letter and resume along with salary expectations to [info@terramanagement.ca](mailto:info@terramanagement.ca)