

## PROPERTY MANAGER ASSISTANT

We are looking for a proactive Property Manager Assistant (PMA) to work with our Commercial team located in downtown Vancouver. Reporting directly to the Property Manager (PM), the PMA is responsible for providing superior quality service to tenants and property managers and to help enhance the overall value of the buildings.

### Responsibilities

- Accurately drafting correspondence, notices, contracts forms, monthly reports, memos, and other documents as directed by the property manager and within the timeline pursuant to regulations;
- Proactively following up with property managers, accountants, and other support staff as necessary, to provide operational support in the day-to-day implementation of policies and procedures;
- Ensuring the preparation of financial statements and quality presentation of owner reports and other correspondence to owners within the respective time requirements;
- Providing superior quality customer service dealing effectively and fairly with tenant requests and concerns on a timely basis, involving the Property Managers or Building Technicians as needed;
- Following up with accounting department as needed to provide status or information regarding accounts payable, accounts receivable, financial statements; Working with building operators to coordinate move in/out, preparing Welcome Packages consisting of access cards and keys;
- Working with property accountants and property managers in collecting rent, resolving arrears and compiling monthly reports, annual rental payment schedules, CAM reconciliation letters, and conducting credit checks;
- Working with building technicians and property managers to assist tenants with maintenance and lease issues, including maintenance projects, common area building upgrades, tenant build outs or interior/exterior repairs;
- Assisting leasing administration by photocopying leasing documentation, document drafting, and inputting lease abstracts;
- Assisting with new property onboarding;
- Assisting Hydro and Fortis incentive projects, BOMA incentive applications etc.;
- Assisting with researching quotes and other information for maintenance and capital projects as directed by the property manager; and
- Assisting property managers with performing other related duties;

### Qualifications

- Completion of a high school diploma;
- Strong proficiency with Microsoft Office;
- General understanding of accounting principles and procedures;
- Familiarity with Yardi Voyager is an asset;
- Willing to obtain *Real Estate Trading Services Licensing* under the Real Estate Council of BC.
- Minimum 3 years' experience in a similar role providing quality customer service with a proven ability to multi-task and prioritize demands;
- Strong professional communication skills, oral and written;
- Ability to take direction and following through on assigned work in a timely manner;
- Strong administrative and organizational skills; and
- Maturity, confidence and tact, particularly when dealing with difficult issues or conflict.

To apply for this opportunity, send your resume and cover letter to [careers@petersonbc.com](mailto:careers@petersonbc.com). Please note only Microsoft Word documents or PDF's will be accepted. While we thank all candidates for their interest in joining our team, we will contact only those short-listed for an interview.