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JOB POSTING

Position Description	
Position Title:	Senior Property Manager, Investment Properties
Position Location:	Vancouver, BC
Status:	Full time; permanent
Department:	Investment Properties
Last Updated:	February 2020; Position open until filled

Company Description:

Do you aim high? Do you want to have a positive impact on communities? Are you looking for a workplace where you can receive ongoing support and training, and build a rewarding, long-lasting career? If your answer is yes, then you may be a good fit for FirstService Residential, British Columbia's (and North America's) foremost property management firm. We're all about having the right associates, and as we continue to grow we're looking for quality people who share our dedication to doing what's right, building great relationships and making a difference for our clients, colleagues and ourselves. If this might be you, we think you should get to know us.

The Role

The Senior Property Manager provides management services to a diverse portfolio of buildings including Residential (apartment), Commercial & Commercial Strata, as well as individual units (condos and single-family homes) on behalf of investor clients. Like all property management roles, success means building long-term relationships with our clients by maximizing the return on their property investment, balanced with harmonious relationships with tenants and others who interact with our properties.

What distinguishes the Senior Property Manager is their leadership role in the department and across the organization. The Senior Property Manager is a "thought leader" – an expert in property management, a trusted advisor to clients and to associates in other departments, and an active mentor to more junior Investment Properties associates. The Senior Property Manager is known to deftly handle key client relationships and complex situations / properties in ways that improve client satisfaction, turn client "detractors" into "promoters", and build the corporate portfolio of clients.



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Primary Duties & Responsibilities

- Manage a varied portfolio of properties, delivering excellent property management services to the entire portfolio.
- Regularly interact with client owners (in person, phone, electronic) to inform and educate them about their property, and with tenants to address their concerns.
- Prepare and execute client agreements for property services.
- Negotiate and/or approve rental and lease agreements, and ensure agreement obligations are fulfilled.
- Prepare annual property budgets, authorize spending, and track budget variances.
- Coordinate large renovation projects.
- Hire, train and lead site staff, and liaise with site staff to prioritize repairs, general building maintenance and cleaning.
- Ensure that work performed on the properties adheres to safety standards for tenants, site staff and contractors.
- Handle occasional afterhours emergencies.

Leading Self

- Embody FirstService Residential Values and Global Service Standards.
- Ensure that the assigned portfolio is operating effectively and efficiently to maintain commitments to clients and project schedules. Quickly identify issues and seek remedies to keep portfolio operations at the highest level.
- Approach business at all times with the highest standards of personal, professional and ethical conduct, and ensure that those around you understand and adhere to the highest ethical standards.
- Follow and guide others to follow corporate policies and Standard Operating Procedures.
- Constantly demonstrate exceptional customer service, time management and organization, enthusiasm, and dexterity to manage multiple priorities concurrently.
- Achieve growth in client Net Promoter Score (NPS) results and actively follow up on comments requiring attention.

Leading Others

- Internally, actively promote a culture of positive leadership through example – readily offer input within the department, and to the rest of the organization on ways to improve, do things differently, and meet departmental and corporate plans.
- Actively mentor / coach other associates to grow their portfolio and client management skills.
- Lead or co-lead business improvement projects, and champion the change required that make the project successful.



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- Actively participate in strategic discussions on department business growth and financial performance, services pricing, and new business development.
- The Senior Property Manager hires building managers / caretakers and leads these employees and other building workers to achieve the overall objectives for the property.

Experience, Education & Knowledge

- At least 5 years of experience as a property manager, managing different types and sizes of properties, and different client types and client situations.
- Hold a current license for Rental Property Management issued by the Real Estate Council of British Columbia. A license for Strata Property Management is an asset.
- Extremely high knowledge of the *Residential Tenancy Act of British Columbia* and knowledge of the *Strata Property Act*.
- Strong understanding of building/property systems and operations, and delivering projects to keep the properties and their systems operational and current with codes.
- Excellent written and verbal communication skills in English. Proficiency in other languages spoken and written by our clients is a strong asset.
- Financial and business acumen to understand owner priorities and building needs, and to craft budgets and manage expenses to achieve the desired outcomes for the properties.
- Solid knowledge of MS Office products (Word, Excel, PowerPoint, Outlook, etc.).
- Extremely adept at using property accounting systems (Avid and Yardi) and building management and owner/tenant portals (Connect), and a quick adopter of new electronic as they are launched.

Travel

- Regularly visit portfolio properties, resident building managers and clients.
- A driver's license recognized in British Columbia is required, as is a reliable vehicle.

To apply, visit:

<https://ca.indeed.com/job/senior-property-manager-investment-properties-7c29489ab45e37b6>