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JOB POSTING

Position Description

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

The Company

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 FirstService Residential 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.

We are looking specifically for someone who has a passion for managing a portfolio of rental buildings, with a focus on seniors and affordable housing. These properties are new or in very good condition, with a stable tenant base, solid budgets and involved owners.

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.

Primary Duties & Responsibilities

- Manage a varied portfolio of properties, delivering excellent property management services to the entire portfolio.



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- 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 management.
- 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 excellent 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, demonstrate a culture of positive leadership – 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.
- Support colleagues as they grow their property, client and tenant management skills.
- Participate in business improvement projects, and support the changes required to make the project successful.
- Provide input to department strategy.
- The 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



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- At least 3 years of experience as a leasing agent / 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, or willing to acquire the license in a reasonable amount of time.
 - Note: Property management experience with a willingness to obtain a license is also acceptable.
- Thorough knowledge of the *Residential Tenancy Act of British Columbia*. Knowledge of the *Strata Property Act* is an asset.
- 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.
- Good knowledge of MS Office products (Word, Excel, PowerPoint, Outlook, etc.).
- Adept at using property accounting systems (e.g., Yardi) and building management and owner/tenant portals, and keen to implement new technologies and tools.

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, go to:

<https://ca.indeed.com/job/property-manager-affordable-housing-972dc150f7884649>