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Strata Manager, Transitions

The **Strata Manager, Transitions** is responsible for the welcoming and onboarding of strata corporations transitioning from other management companies to FirstService. The Strata Manager will be focused on strengthening FirstService Residential BC's position in the marketplace with exceptional customer satisfaction and working with a highly motivated team in the set-up of new strata business.

This role requires excellent project management and communication skills paired with the ability to collaborate with internal and external parties to effectively onboard new strata business. This position will require work outside regular business hours.

Responsibilities:

- Participate in the transition process as a member of the onboarding team, including weekly onboarding calls.
- Oversee the notification and welcoming of owners and residents including welcome events.
- Provide exceptional communication with the Council and owners through the transition process.
- Conduct initial walk through and assessment of top directives.
- Address tasks, and direct team members to address tasks as identified in communication with client and walk through.
- Interact and maintain open communication with the Strata Corporation's previous management company.
- Review and prepare summaries of key documentation including the Disclosure Statement, easements, budgets, and past minutes.
- Continuously update and refine templates and systems used in transition and new project on-boarding.
- Maintain updates and other communication between all internal departments involved with the new client.
- Manage the Strata Corporation until the project is assigned to Operations.



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The ideal candidate will bring at least two years of experience managing residential strata properties, previous experience in a property management environment or similar related professional environment. They will demonstrate a customer service mindset that encompasses superior written and oral communication skills. They will be highly efficient, organized and skilled at time management and possess the ability to work in a high-volume, face-paced environment.

A current Representative License to provide Strata Management Services as issued by the Real Estate Council of British Columbia, a valid BC driver's license and access to a vehicle with business insurance are requirements of the role.

About FirstService Residential:

FirstService Residential BC leads the property management industry as the only full-service provider of strata and rental management alongside a comprehensive suite of property services. FirstService is a values driven organization where we believe in making a difference every day by enhancing property values, and contributing to the communities under our care. Learn more about our mission and values here: <https://www.fsresidential.com/british-columbia/about-fsr/mission-and-values>

FirstService Residential is proud to be an equal opportunity workplace. It is our policy to promote equal employment opportunity for all current and prospective associates. This applies to all employment-related matters, including the recruitment process, hiring decisions, compensation and benefits. We are committed to providing and maintaining a working environment that is based on respect and preserves the dignity and rights of everyone in the organization. If you have questions before or during the application process about our equal opportunity workplace, please reach out to our Recruitment team.

How to Apply:

Please click here to submit your resume on Indeed -

<https://ca.indeed.com/viewjob?jk=95f024d958d8eec0&tk=1eu6mbamdo2hv800&from=serp&vjs=3>