



JOB DESCRIPTION

SENIOR PROPERTY MANAGER

Organization Overview

Community Land Trust (CLT) is a social purpose real estate developer creating permanently affordable housing solutions for people, with a focus on co-operative housing. We currently hold a portfolio of 2,100 homes and commercial spaces across Metro Vancouver, the Fraser Valley, and Vancouver Island, with many more under construction and active development.

Our team of skilled industry professionals is focused on creating and advocating for inclusive communities that residents are proud to call home.

Purpose of the Position

Reporting directly to the Director of Real Estate and Asset Management, the Senior Property Manager will oversee the operations of a portfolio comprising commercial and residential real estate, including recruiting, training and oversight of staff. The Senior Property Manager will work collaboratively with the Finance and Development teams.

Key Responsibilities

- Oversee operations of a portfolio comprising commercial and residential real estate
- Uphold asset condition and operations at a high standard by proactively deploying trades and service contractors to maintain building components and equipment; and by performing regular site inspections
- Foster an environment of innovation and creativity to continually manage our portfolio in an effective and cost-efficient manner, in consideration of the overall business plan for the asset and the portfolio
- Manage property administration by ensuring compliance with all health and safety, regulatory and code standards
- Maintain a collaborative relationship with all stakeholders through professional communication skills, conflict resolution skills, and quality, customer-centric focused interactions to ensure delivery of objectives and effective operations management
- Manage the engagement and performance of third-party service providers to ensure a high standard of performance
- Support the Director of Real Estate and Asset Management in building a best-in-class property management platform
- Support the company's ongoing efforts to develop, implement and refine best practices, processes and internal systems to ensure the achievement of its goals
- Develop, track, and manage operating budgets, and support Accounting in invoicing, forecasting, and reconciliation activities; also, manage arrears collections as required

- Manage marketing strategies of a portfolio comprising commercial and residential real estate
- Be available as needed for emergencies and manage claims/incidents to a successful resolution
- Maintain up-to-date knowledge of property management, health and safety requirements, co-operative and non-profit housing, leadership and communication skills, etc., by attending educational workshops, reviewing professional publications, and establishing professional networks
- Maintain certifications relevant to the requirements of the position
- Actively participate in the recruitment, hiring, orientation and training of new staff
- Provide leadership, training and direction to all building personnel and act as a resource to resolve issues before or as they arise
- Promote and participate in community initiatives
- Other duties within the scope and purpose of the job, as requested by management

Education and Experience

The successful candidate will have a post secondary degree in business administration or other relevant discipline, including completion of courses in property management. Experience at a senior level in property management and contract administration, with prior supervisory experience. 5+ years of experience required. 7 – 10 years experience preferred.

Skills and Abilities

- Strong leadership skills, staff supervisory experience
- Knowledge of legislation pertaining to co-operative tenure and residential tenancies, procurement processes, contract negotiations and analysis, building operating systems and maintenance
- Outstanding written and verbal communication skills
- Knowledge of Occupational Health & Safety, TSSA, Fire & Building codes
- Accounting competency including budgeting, account analysis, and overall financial management
- Strong follow-up skills with the ability to effectively resolve difficult issues in a timely manner
- Excellent computer skills including MS Office: Excel, Word and PowerPoint
- Experience managing commercial properties (Office/Retail)
- Experience using Yardi Voyager is an asset
- Experience with commercial space and reporting to boards
- Experience with mixed use developments
- Experienced with non-market housing is an asset
- Building operations experience is required
- Valid Driver's License

Working Requirements

Remote working arrangements available with a minimum of 3 days in the office. Candidates have the option to work in the office full-time. Criminal Record Check is required.

May be required to be on call.