



## JOB DESCRIPTION

TITLE:	Senior Property Manager	DATE CREATED:	Aug 21, 2018
INCUMBENT:		DATE REVISED	
DEPARTMENT:	Valour Management		Page 1 of 2
REPORTS TO:	VP of Property Management		

### GENERAL RESPONSIBILITY

Reporting to the VP of Property Management, the role of the Senior Property Manager will be to oversee the administrative and maintenance operations of a particular portfolio/development(s). He or she is responsible to meet all contractual obligations and deliverables as well as achieving or exceeding the company's and client's key performance indicator targets.

### SPECIFIC RESPONSIBILITIES

- Manage tenant and investor relationships and concerns, working with team to resolve customer service issues, maintenance requests and work orders in a timely manner;
- Coordinate vendor contracts and service agreements, ensuring terms are adhered to and issues are addressed;
- Asset management responsibilities;
- Provide facility management expertise;
- Complete an annual management plan for all assets, including capital budgets;
- Assist Vice President Property Management with acquisitions due diligence;
- Assist with the creation of property management policies and procedures;
- Be familiar with all aspects of the building operations, including but not limited, to HVAC, mechanical, electrical, plumbing, life safety, etc. Conduct regular inspections of all equipment and systems, to ensure they are in good working order, are being operated in a safe and efficient manner and are in compliance with all applicable government codes & regulations;
- Manage, train, develop and mentor property managers, property administrators and buildings' staff;
- Oversee the lease coordination;
- Be available for on call duties and emergencies when required;
- Plan and oversee tenant improvements and capital improvement projects, ensuring required permits are in place, scheduling work, procuring contract staff as needed, managing building/site access and security and ensuring minimal disruption to tenants and exterior clients;
- Prepare monthly & quarterly management reports as required, working with leasing and property accounting;
- Oversee government filing & reporting as required by Condominium Act and Landlord Tenant Act;
- Identify opportunities to improve quality of services delivered, vendor and supplier performance and client satisfaction levels, determining areas of potential concern, providing analyses and research, and recommending improvement solutions and new approaches;
- Monitor work environment and activities for compliance with policies and procedures, Health & Safety regulations and relevant legislation, identifying areas for policy updates and workplace/operations improvements; and
- Be a team player and assist with other reasonable duties related to the Property Management Team as assigned.



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### EDUCATION

- Degree or diploma in business administration, real estate or a related field is an asset.

### EXPERIENCE REQUIRED

- A minimum of 5 years managing mixed portfolio of properties (residential and commercial)
- CPM (Certified Property Management) license is required.
- General understanding of construction and maintenance.
- Strong organizational and negotiating skills.
- Excellent business management skills, with a focus on relationship building.
- Strong analytical and problem solving skills
- Professionalism
- Confidentiality
- Self-motivated, pro-active, ability to work independently

### RELATIONSHIPS WITH OTHERS

- Must be able to interact professionally with all levels in the company.
- Must be able to work alongside the management team to achieve operational goals to benefit the Company.

### SUPERVISORY RESPONSIBILITY

- A team of 5-10

Valour Capital Inc and Pro Funds Mortgages, welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process

Please submit your application via email to [rleduc@valourcapital.com](mailto:rleduc@valourcapital.com)