



Position Description

Administrative Assistant

Position Summary and Objectives

The Administrative Assistant reports to the Property Manager and is responsible to provide reliable, timely, and efficient support for properties in the assigned portfolio, including interfacing with various external service providers and tenants as directed. Additionally, this role facilitates continuous improvement in office systems and procedures to ensure an efficient and productive operating environment.

Responsibilities

Deliver Excellent Service to Tenants

- Provide professional services to tenants
- Independently respond to basic tenant and general inquiries and escalate complex queries to the appropriate parties
- Implement special activities and programs to add value to the tenant's experiences at the property when requested by their supervisor

Maintain Quality Building Premises

Ensure efficient and effective building operations.

- Answer the main telephone line and respond to general inquires
- Manage and coordinate building/portfolio meeting room schedules and bookings including conference calls and any related materials as required
- Maintain common areas of the CPMI office including reception, supply room and kitchen, ensuring they are clean and stocked (if applicable)
- Manage the receipt and distribution of incoming and outgoing mail and couriers
- Maintain office equipment as required including photocopiers, fax machines, printers etc. and work with Crown's IT provider to resolve issues on a timely basis
- Maintain all electronic and hard copy filing including invoices and tenant correspondence in accordance with Crown's established guidelines
- Enter bi-weekly timesheets for all property staff for Property Manager's approval and distribution to payroll
- Organize, coordinate, prepare, edit, proofread, and prioritize all documents including correspondence, presentations, and reports
- Maintain and update databases of tenants, tenant contacts, emergency contacts, suppliers and contractors
- Organize and prepare expense reports as required
- Conduct annual audits to ensure that tenant insurance certificates are current
- Assist in coordinating tenant moving in/out (access cards, parking, signage, etc.)
- Assist with overseeing the Crown Advantage Tenant Request System and the Crown Advantage Preventative Maintenance System
- Prepare monthly janitorial vacancy reports and credits
- Participate in yearly Fire Warden Drills, training seminars and maintain tenant Fire Warden lists for all assigned properties
- Prepare tenant correspondence regarding changes in rent

- Maintain parking roster, issue cards, invoice and collect and deposit cheques as required
- Prepare tenant correspondence regarding changes in rent
- Maintain, track and audit all building access cards and invoice tenants where applicable
- Prepare various information for brokers as requested by their supervisor or Leasing
- Assist with marketing and co-ordination of tenant events

Provide support to other CPMI team members.

- Provide administrative support to Property Manager, Operations staff, General Manager and Director, Property Management as required
- Obtain assistance from Accounting as required to address complex tenant or supplier inquiries
- Respond to inquiries from Accounting related to supplier or tenant issues

Ensure Accuracy and Reliability of Financial Information for Properties, Working with Accounting

- Maintain Purchase Order list and tenant chargeback invoice register
- Carry out accounts receivable functions including rent collection, bank deposits, account arrears collection, generation of miscellaneous chargeback invoices and collection of payments
- Reconcile and code all supplier invoices on a timely basis, obtain management approval, send to accounting for processing and payment; investigate and respond to accounts payable requests from vendors
- Assist with updating the monthly Accounts Receivables report and submit to Property Manager or General Manager for review
- Access Yardi software to inquire on receivables and payables

Promote Environmental Sustainability in Building Operations

- Provide feedback to Property Manager or General Manager on possible opportunities to reduce energy consumption

Perform other related responsibilities as requested from time to time

Qualifications

Education

- Post-secondary education preferred

Professional Experience

- 2+ years of relevant office experience or a combination of education and experience
- Previous experience in Property Management and/or Real Estate is an asset
- Intermediate/Advanced Microsoft Office (Word, Excel, PowerPoint and Outlook) is required

Personal Competencies

- Supports teamwork environment with positive and professional attitude
- Open to learning, developing new skills/knowledge
- Focuses on results: anticipates problems, identifies solutions, takes action
- Understands all aspects of job - impact on business goals
- Proactively assesses, responds to workflow deficiency, adheres to CPMI policy
- Goes the "extra mile" to understand and respond to tenant/customer needs



- Flexibility to changing work conditions including interruptions and multi-tasking ability
- Behaves and makes decisions that support CPMI goals/objectives
- Conducts business consistent with sustainability
- Strong written and verbal communication skills
- Ability to work independently and under pressure, deal with deadlines
- Demonstrates integrity in decision making, listening, treatment of others

CPMI is committed to accommodating employees with disabilities throughout their employment with Crown in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation, please let us know.

To apply for this position, please email your cover letter along with your resume to careers@crp-cpmi.com with Administrative Assistant Position in the subject line. Only applicants that are being considered for this position will be contacted.