



Position Description

Assistant Property Manager

Position Summary and Objectives

The Assistant Property Manager reports to the Property Manager or the General Manager 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

- Establish and maintain professional working relationships with tenants
- Resolve tenant inquiries that are escalated from subordinates
- Implement special activities and programs to add value to the tenant's experiences at the property

Maintain Quality Building Premises

Ensure efficient and effective building operations.

- Organize tenant events such as tenant BBQs and negotiate contracts for these events
- Independently respond to basic tenant inquiries and escalate complex queries to the appropriate person
- Administer cleaning and security contracts as directed by Property Manager
- Ensure that tenant information is complete and approved by CPMI before tenant begins construction of office space; ensure tenant approval of all work and arrange deposit from tenant and appropriate payment terms, with assistance from Accounting and Construction, if CPMI is doing the work and the work requested by the tenant exceeds the tenant allowance provided under the lease
- Monitor "Angus" (tenant service request system) administration through support staff and completion of tenant work orders and preventative maintenance programs
- Prepare communications to tenants as required
- Assist with the development of Tenant Welcome Manual for the assigned properties

Provide support to other CPMI team members.

- Assist in the management and recording of additional revenue streams, parking, storage, miscellaneous revenue, events, etc.
- Provide assistance to the Property Manager or General Manager as requested
- Support and/or direct Operations staff as requested by the Supervisor

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

- Assist with preparation of budgets and monthly and quarterly reports, as applicable to each property
- Prepare monthly listings of accrued expenses and capital expenditures



- Assist in the collection of tenant receivables, monitor tenant accounts in the Yardi tenant ledger and prepare reconciliations
- Ensure that tenant charge back billings are prepared on a timely basis and forwarded to Accounting to enter into the Yardi tenant ledger

Promote Environmental Sustainability in Building Operations

- Seek opportunities to reduce energy consumption
- Work with waste removal contractors to maximize diversion from landfill
- Monitor and track utility accounts, record after hours consumption of utilities
- Assist with the BOMA BEST submissions and green management practices

Perform other related responsibilities as requested from time to time

Qualifications

Education

- Minimum high school diploma
- Post-secondary education preferred
- CPM or RPA designation preferred or working towards designation

Professional Experience

- Minimum 2+ years related property experience with commercial properties
- Continuing involvement with professional organizations such as BOMA
- Proficient in Microsoft Office
- Possess strong written and verbal communication skills
- Understand basic financial management; specifically procedures for expenses/revenues

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
- Hold a valid driver's license and vehicle

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 Assistant Property Manager Position in the subject line. Only applicants that are being considered for this position will be contacted.