



Job Posting

Property Manager (GTA)

Position Title:	Property Manager	Reports To:	General Manager
Position Type:	Full Time – Permanent	Date:	September 11, 2019

Position Summary and Objectives

Crown is currently looking for a Property Manager for the Greater Toronto Area. The Property Manager reports to the General Manager depending on the portfolio of managed properties and is responsible for all aspects of the management of the commercial properties including tenant relations and the operation, physical condition and financial performance of all buildings in the assigned portfolio.

Responsibilities

Deliver Excellent Service to Tenants

- Administer relationships with tenants in accordance with the terms of their lease
- Independently respond to complex tenant queries that have been escalated above subordinates
- Ensure high levels of tenant satisfaction
- Implement special activities and programs to add value to tenant experience at each property
- Oversee tenant construction activities; ensure compliance with the CPMI Tenant Construction Manual for the property; ensure tenant approval of all work and arrange deposit from tenant and appropriate payment terms, with assistance from Accounting, if CPMI is doing the work and the work requested by the tenant exceeds the tenant allowance provided under the lease
- Develop and maintain CPMI Tenant Welcome Manual for each property

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

- Prepare and submit annual operating budgets and short-term and long-term capital budgets for management approval, including comments and assumptions of same, with assistance from Accounting
- Manage property operations to achieve budgeted financial results
- Review property results on monthly and quarterly basis and provide analysis to management, including explanations of variances to the annual budget and year end projections as appropriate or requested.
- Provide information on changes to rent roll and preauthorized payments to Accounting; ensure that rent roll is accurate
- Ensure timely billing of chargebacks to tenants
- Issue tenant year end operating costs and tax adjustments with assistance from Accounting
- Ensure rents and other receivables from tenants are collected in accordance with the terms of their lease; escalate to the Director of Property Management if legal assistance is required to collect
- Control expense commitments to manage within the annual budget and obtain approval in accordance with approved delegated authority levels for unbudgeted expenditures

- Oversee purchasing process and ensure CPMI procedures, including obtaining quotes where applicable, are followed
- Approve supplier invoices within approved delegated authority levels
- Review accruals prepared by staff at each reporting period-end for services or goods received but not invoiced by suppliers

Maintain Quality Building Premises

Ensure efficient and effective building operations.

- Develop and maintain building procedures and supervise building operations, directing building staff as appropriate
- Develop and implement procedures for property security
- Conduct periodic property inspections
- Negotiate with vendors for cost effective equipment and services including, but not limited to maintenance contracts, and supplies within budget and acceptable service level standards
- Liaise with head office construction management personnel as required by policy
- Ensure that procedures for maintenance and construction activities at the property provide for compliance with standards established by the *Occupational Health and Safety Act* (Ontario), other laws and CPMI procedures regarding hazardous materials and designated substances
- Ensure all other Crown policies and standards are complied with

Provide support to other CPMI team members.

Promote Environmental Sustainability in Building Operations

- Seek opportunities to reduce energy consumption
- Work with waste removal contractors to maximize diversion from landfill

Hire, Train and Motivate Employees and Provide Rewarding Careers

- Hire competent staff for building administration and operations
- Coach, train and supervise all on-site personnel
- Perform ongoing assessments and management of performance of subordinates, and seek and implement opportunities for their development and advancement

Perform other related responsibilities as requested from time to time

Qualifications

Education

- Relevant post-secondary education preferred, i.e., business specialization, or equivalent experience
- CPM or RPA designation preferred or working towards designation

Professional Experience

- Minimum 5 years related property management experience with commercial properties (retail, office or industrial)
- Continuing involvement with professional organizations such as BOMA and IREM

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
- Understand basic financial management; specifically procedures for expenses/revenues
- Ability to work independently and under pressure, deal with deadlines
- Demonstrates integrity in decision making, listening, treatment of others
- Mentor and develop others; possess self confidence
- Hold a valid driver's licence and vehicle

Crown 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 contact Human Resources at accessibility@crp-cpmi.com.

To apply, please send resumes to careers@crp-cpmi.com. We sincerely thank all applicants, however, only those selected for screening will be contacted.