

Assistant Property Manager

Richardson Centre Limited
One Lombard Place, Winnipeg, MB

Applicants are asked to submit interest to:

<http://bentallkennedy.com/careers.php>

Assistant Property Manager (323-17-MB-BK)

Bentall Kennedy, a member of the Sun Life Investment Management group of companies, is one of North America's largest real estate investment advisors. We are also Canada's largest property manager, providing comprehensive real estate services to our clients. Bentall Kennedy serves the interests of more than 550 institutional investors across office, retail, industrial, and residential properties throughout North America. As a leader in Responsible Property Investing, we are committed to best-in-class environmental, social and governance practices in developing, leasing and managing commercial real estate.

Located in Winnipeg and reporting to the Property Manager, the Assistant Property Manager is responsible to provide support for all aspects of day-to-day property management activities for buildings in the portfolio.

Responsibilities:

- Provide support to the Property Manager as directed. Focus on maintaining the day to day operation of the portfolio to Bentall Kennedy standards, ensuring tenant satisfaction and creating operating efficiencies.
- Assist with/prepare annual budgets including data input and compilation of final package.
- Prepare monthly/quarterly owners reports, including analysis of financial statements and variance reports.
- Manage property budgets, review invoices, and ensure payments are made within applicable timelines.
- Monitoring of lease related payments (i.e. progress billing on work orders, tenant allowances, etc.).
- Tender and administer all service contracts as directed. Update and maintain contract summaries.
- Assist with insurance and appraisal tours as directed.
- Conduct move in and out inspections. Conduct regular building and vacant space inspections. Document accordingly.
- Liaise with tenants. Including issues related to parking, slip and falls and MPI claims. Issue all standard notifications and follow up communication relating to tenant operational matters.
- Oversee functions relating to daily correspondence and escalation and recovery letters.
- Maintain tenant welcome kits and tenant manuals.
- Assist tenants to obtain an occupancy permit from the City of Winnipeg, when necessary. Document accordingly.
- Maintain records management to portal, various applications and applicable drives.
- Oversee bi-annual tenant surveys, ensuring distribution of survey on a timely basis and encouraging maximum participation of all tenants. Review survey responses, analyzing trends

and concerns. Communicate final results to tenants using survey tools available. Follow up with all tenants providing written feedback on overall ratings and speak to all tenants to ensure issues have been dealt with to the satisfaction of the tenant.

- Maintenance and updating of tenant contact information, for timely collection and recording of tenant insurance certificates.
- Assist with tenant events and tenant appreciation initiatives as directed.
- Complete quarterly tenant newsletter.
- Utilize and foster tenant use of ClikFIX work order program. Review monthly reports and follow up as required.
- Assist with Sustainability initiatives including ForeverGreen, BOMA BEST and Earth Award submissions as applicable.
- Other duties as directed by the Property Manager.

Corporate Policies and Sustainability

- Complete understanding and adherence to the Environmental Policy, the Code of Conduct and other policies and procedures relevant to the position as prescribed from time to time
- Embrace and pro-actively support Bentall Kennedy's culture of environmental sustainability, and corporate and social responsibility

Qualifications:

- **3+ years of related experience.**
- General accounting knowledge.
- Post-secondary business related education preferred.
- RPA, FMA designation or post-secondary or undergraduate courses in property management are an asset.
- Strong customer relation and service skills.
- Must be able to read and analyze leases and contracts.
- Strong analytical and research skills.
- Good ability to work efficiently under pressure.
- Team player attitude.
- Client first focus.

- **Relationship Skills** – Ability to communicate effectively and professionally, both oral and written with owners, tenants and team members; ability to develop and sustain cooperative working relationships; professional phone manner; mature and self-motivated team player with good conflict-resolution skills; committed to personal growth and integrity aligned with Bentall Kennedy's objectives
- **Organizational/Multi-Task Skills** – Ability to allocate one's time effectively and manage tight deadlines; ability to work under pressure and achieve quality results; ability to handle multiple demands and competing priorities, and adapt to new ideas and constant changes; results oriented, detail oriented and accurate
- **Decision Making Skills** – Able to resolve problems using facts and sound reasoning; able to achieve goals using a strategic approach; proven innovation with a willingness to manage and adapt to change
- **Computer Skills** – Intermediate to advanced skills in JDE, MS Word, Excel, Microsoft office, Outlook and a natural curiosity and intuitiveness for learning new applications.
- **Police Clearance** – A criminal verification check is required for employment.

Reasonable accommodation at any time throughout the hiring process is available through Bentall Kennedy's Human Resources department for applicants with disabilities or for those needing job postings in an alternate format. If you require accommodation, please email us at accessibility@bentallkennedy.com and include: Job posting #, your name and your preferred method of contact.