



## Property Manager True North Square, Winnipeg

Applicants are asked to submit interest to:

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

Property Manager (44-18-MB)

Drawing on inspiration from leading mixed-use plaza-centered developments in North America, True North Square will connect Winnipeg to a new international standard of downtown development. Over 1 million gross square feet of newly developed multi-phased space, the striking architecturally designed buildings and amenity spaces will truly transform Winnipeg's downtown.

Currently under construction with the first tower to be completed in June 2018, Towers 1 and 2 make up the first phase of True North Square. Bentall Kennedy has been engaged as Property Manager for the first phase of the development and is looking to expand its project team.

Reporting to the General Manager, the Property Manager will be responsible for tenant service and retention, revenue enhancement, cost control, preventative maintenance, security and life safety, risk and environmental management, accounting, reporting and banking and the management of capital programs.

Employment start date is April 2, 2018

True North Square:

- Tower 1 at **242 Hargrave Street** is a 17 storey, 373,000 sf office and retail tower. *June 2018 Completion.*
- Tower 2 at **225 Carlton Street** is a 230,000 sf 25 storey residential tower with office and retail. *Spring 2019 Completion.*
- There is a two level 242 stall underground parkade connecting the two towers. *June 2018 Completion.*
- True North Square plaza area will be a full programmable, multi-functional, outdoor public plaza. *Summer of 2018 Completion.*

### **Duties / Responsibilities**

The Property Manager's primary responsibilities include:

- Overseeing the day to day management of the property.
- Ensuring excellent tenant relations through personal contact and excellent customer service.
- Supervising all property staff to ensure high standards are maintained in accordance with established policies.
- Overseeing and coordinating tenant move-in and move-outs.
- Working with the Building Operations Manager and Operations team, maintain frequent contact with janitorial, security and other contractors and resolve any issues.
- Effectively communicating with Owner Representatives on financial performance, property operations, staffing and tenant relations.



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- Responsible for building revenue and expenses including preparing and operating within an approved budget; analyzing monthly financial statements and preparation of monthly management report; ensure tenant billings and yearend adjustments are correct and conform to the lease.
- Administering leases to ensure all requirements are met.
- Overseeing accounts receivable to ensure they are maintained at an acceptable level.
- Ensuring capital projects including building improvements and leasehold improvements are properly managed and implemented.
- Managing and implementation of marketing and tenant retention program.
- Tendering, selecting and supervising service contracts.
- Ensuring efficient operation, maintenance and repair of properties including compliance with government regulations, achievement of maintenance/life safety standards and sourcing cost effective ways to operate.
- Supervising and/or developing appropriate operating procedures for the properties ensuring legislative or regulatory requirements are adhered to and emergency response procedures are regularly updated.
- Working cooperatively with Owner's Leasing Department to support achievement of budgeted leasing projections.
- Regularly conducting site visits to all locations, including routine inspections of highly visible common areas to ensure any problems are identified and remedied immediately.
- Maintaining Tenant Manuals.
- Maintaining building sites on the company portal.
- Embracing and pro-actively supporting Bentall Kennedy's culture of environmental sustainability, and corporate and social responsibility.
- Other duties as required.

### **Sustainability**

- Proactively support Bentall Kennedy's culture of environmental responsibility and social responsibility, and lead efforts to demonstrate the organization's commitment to sustainability and responsibility.
- Working with the Property Manager, set targets and goals for energy efficiency, greenhouse gas emissions, water usage and recycling.
- Monitor utility consumption and develop and implement strategies for reductions.
- Review consumption trends regularly with operations staff.
- Manage and respond to environmental risks and hazards.
- Keep abreast of new developments and industry standards and practices for efficient building operations by attending industry events and participating in company or industry committees.



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- Continually seek and engage staff in seeking opportunities for waste reduction and improvements in recycling.
- Participate in tenant and staff community-support events as appropriate.

### **Qualifications**

- **Experience** - Minimum 5 years property management experience in commercial real estate.
- **Education** - Preference to post-secondary in real estate and/or RPA or CPM designation.
- **Relationship/Leadership Skills** - Able to communicate effectively and professionally, both oral and written; able to develop and sustain cooperative working relationships with senior management, contractors, tenants and the public; able to partner with clients to meet client needs; self-motivated, professional and flexible; able to motivate, empower and coach/counsel staff in the achievement of performance goals.
- **Organizational/Multi-Task Skills** - Able to allocate one's time effectively, work under pressure and manage tight deadlines; able to handle multiple demands and competing priorities, adapt to new ideas and constant changes; able to cope with changing client needs and deliver successful results within agreed upon timeframes; detail oriented.
- **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** – Advanced knowledge of Word, Excel, Microsoft office, e-mail and working knowledge of JD Edwards and Yardi accounting systems beneficial.

*Upon request, 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.*