



Tenant Services Coordinator

Req #1146

447 Portage, 447 Portage Ave, Winnipeg, Manitoba, Canada

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Job Description

Posted Sunday, January 11, 2026 at 11:00 PM

GWLRA is a leader in both the commercial and multi-residential real estate industries. We believe in generating value by creating vibrant, sustainable communities that engage, excite, and inspire. Our people live our values through the work they do and the results they deliver. Our core values are keeping our word, working better together and embracing diversity.

Our Winnipeg team is currently seeking an exceptional Tenant Services Coordinator supporting the property management team in overseeing a portfolio of commercial properties in the downtown core. A passion for fast and friendly customer service is a must as this role will be dedicated to providing “white glove service” to tenants. This person will work closely with Building Operators to ensure all of the needs of the tenant are addressed as quickly and efficiently as possible.

[Skip to Content](#) act as the main resource person with our external and internal partners. If you are a strong communicator, a highly organized and proactive person when it comes to solving problems, then this may be the right opportunity for you!

Customer service

- Answer all incoming telephone calls and inquiries, service requests from key tenants and forward them to building operators and service providers, with professionalism and courtesy.
- Maintain positive tenant relations at all times by resolving complaints and ensuring tenant satisfaction.
- Build relationships with key contacts; proactively engage in frequent touchpoints to ensure work has been carried out satisfactorily and the quality of customer service is optimal.
- Encourage tenant feedback by touring space and conversing face-to-face with key tenant contacts daily.

Administration and Operations

- Administrative tasks, such as updating information in property management systems, creating and tracking work orders for maintenance staff as it relates to key tenants.
- Manage and maintain the Angus Anywhere maintenance management system, including issuing work orders, and all other related reports, as well as data entry of all work orders as it relates to key tenants.
- Produce Key Performance Indicators (KPI's) report, to track response time to work orders. Liaise closely with Property Management and Operations team to minimize response time.
- Develop and maintain an effective line of communication with staff, tenants and contractors; coordinate with site personnel and liaise with various internal teams.
- Writing and sending notices to tenants.
- Act as a resource person for the Property Management team.
- Establish and maintain good communication with the Property Management team and provide administrative support as needed.
- Maintain the tenant contact information log.
- Coordinate set up of parking and security access card.
- Assist with tenant related projects.
- Perform other duties, as required, such as provide back-up coverage to the Property Administration team when needed.
- Request COI from contractors and tenants.

Marketing

- Assist in the supervision and coordination of building-related events and tenant appreciation events.
- Maintain event calendars; help coordinate the welcome kit for new tenants and various ad hoc projects.
- Assist with tenant satisfaction surveys.

QUALIFICATIONS

- 1+ year of experience in customer service (ideally in real estate, hotel, or retail).
- Desired administrative experience.
- Experience in property management, an asset.
- Passionate about customer service and always looking for ways to exceed expectations.
- Excellent problem-solving skills and ability to navigate complex situations.
- A highly collaborative person with strong communication skills (written, oral and al).

Skip to Content ≥ level knowledge of Yardi 7S, Angus Anywhere and MS Office (Word, Excel, Outlook and PowerPoint).

WHAT WE OFFER

- 3 weeks of vacation per year
- 3 paid personal days per year
- Half-day every Friday before a long weekend
- Eligible to participate in our annual performance based bonus program
- A comprehensive health benefits plan that supports you and your family
- Up to \$2,000 annual education allowance
- Up to \$5,000 annual mental health coverage
- A friendly, welcoming, and supportive culture
- Many social and team events!

Our Business

Learn more about our [commercial](#) and [residential](#) businesses, [our values](#), and [careers](#) at GWLRA.

Our Commitment to Diversity

GWL Realty Advisors is an equal opportunity employer. It prohibits discrimination based on age, color, disability, national origin, race, religion, gender, sexual orientation, and any other legally protected class in accordance with applicable federal, provincial and local laws. We are committed to creating and maintaining an inclusive and accessible workplace. If you are contacted for an interview and require accommodation during the interviewing process, please let us know.

GWL Realty Advisors does not accept unsolicited resumes from any source other than directly from a candidate. Any unsolicited resumes sent to GWL Realty Advisors, directly or indirectly, will be considered GWL Realty Advisors property. GWL Realty Advisors will not pay a fee for any placement resulting from the receipt of an unsolicited resume. A recruiting agency must first have a valid, written and fully executed agency agreement contract for engaged services to submit resumes.

Job Details

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Property Management

Pay Type

Salary

Employment Indicator

Regular Full Time

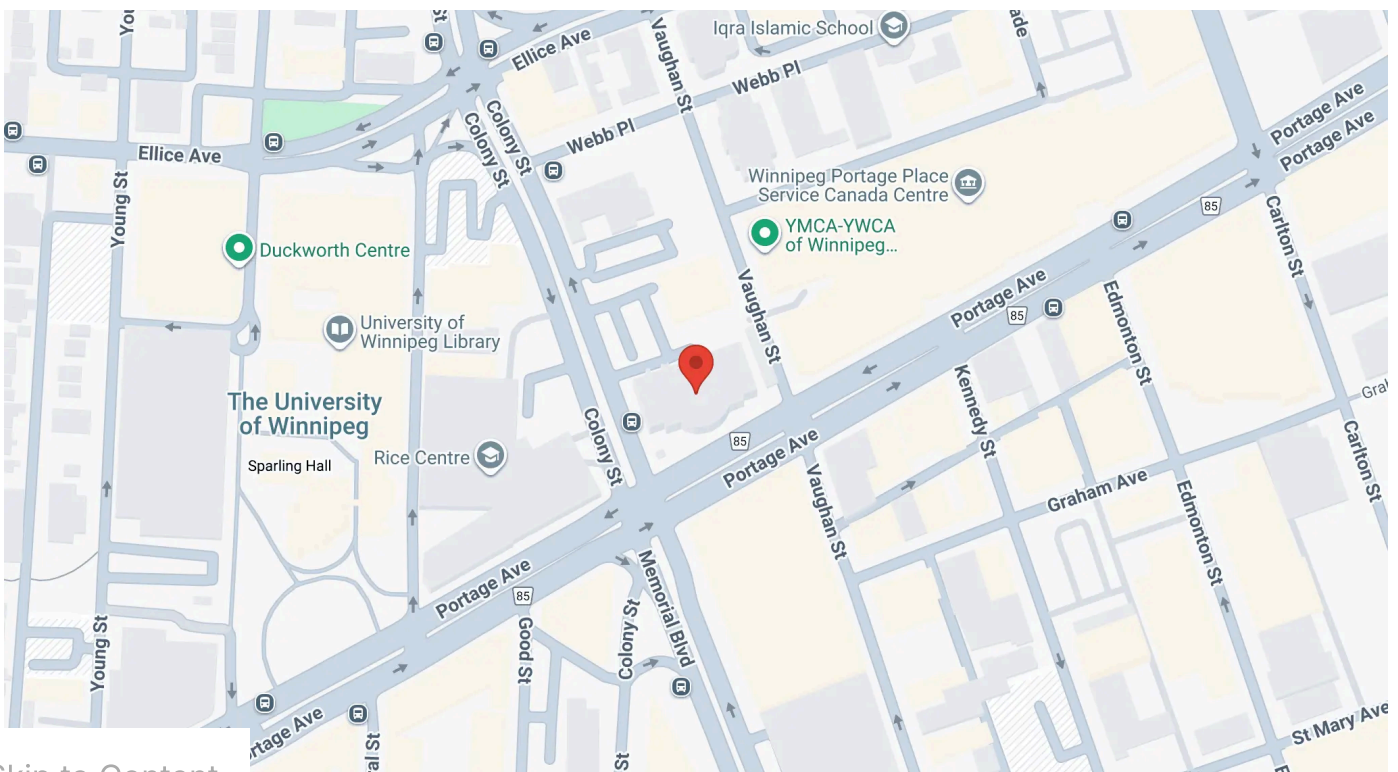
Travel Required

Yes

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