



Resident Services Representative

Winnipeg, Manitoba

<https://privatepensionpartners.bamboohr.com/careers/84>

JOB OVERVIEW

Private Pension Partners Realty Services Inc. (“P3 Realty”) is seeking a service-oriented and proactive Resident Services Representative to join our team. The Resident Services Representative will be responsible for enhancing the resident and guest experience through exceptional customer service, community engagement, and day-to-day operational support. Acting as a key point of contact for residents and visitors, the Resident Services Representative will support the Building Manager and Leasing team while helping foster a welcoming, well-maintained, and connected residential community. The ideal candidate is organized, personable, and thrives in a fast-paced, resident-focused environment.

KEY RESPONSIBILITIES

- Act as the first point of contact for residents, prospective residents, trades, and visitors, delivering professional and friendly service;
- Assist with responding to resident inquiries, concerns, and service requests, resolving issues independently where possible and escalating inquiries or concerns to the Building Manager when required;
- Provide concierge-style support, including information on local services, amenities, and events;
- Assist with conducting resident check-ins and touch point surveys to identify opportunities to enhance the resident experience;
- Assist in resolving resident concerns in a timely and professional manner;
- Plan, coordinate, and support resident events and community-building initiatives;
- Promote a positive and inclusive community environment that encourages resident participation;
- Post and distribute required tenant notices as well as overseeing and monitoring the resident communication board;
- Assist in promoting building programs, services, and announcements;
- Assist with responding to leasing inquiries via phone, email, and in person in qualifying prospective residents;
- Support the P3 Realty leasing team with property tours, open houses, and showings (including evenings/weekends as needed);
- Maintain knowledge of suite availability, layouts, pricing, and building amenities;
- Assist with lease documentation, application processing, and administrative tracking;
- Support rent and deposit collection processes in accordance with P3 Realty policies;

- Support the Building Manager in overseeing and maintaining the overall cleanliness, safety, and presentation of the property including conducting routine walkthroughs of common areas and amenity spaces of the building and reporting maintenance or safety concerns;
- Coordinate with maintenance staff or contractors as directed;
- Perform administrative and operational support tasks as required;
- Assist with scheduling and coordinating resident move-ins and move-outs;
- Assist with helping to ensure suites are clean, prepared, and ready for occupancy;
- Assist with conducting basic inspections of vacant or display suites and report any issues;
- Maintain accurate records of resident interactions, service requests, and leasing activity; and
- Assist with delivering notices and communications to residents as required.

QUALIFICATIONS & SKILLS

- A minimum of 2 years, Resident or Building Manager experience and Customer Service or Front Office experience;
- Proficiency in Excel, Word, Outlook, and PowerPoint an asset. Familiarity with social media and website functionality required;
- Experience in client-facing and/or sales roles;
- Must have a proven record of exceeding guest expectations;
- Must have an entrepreneurial spirit;
- Clean presentation;
- Passionate about guest service with excellent interpersonal and communication skills;
- Self-Motivator, possessing initiative and ability to complete projects and tasks in a timely manner;
- Great organizational skills with a proven ability to work under pressure;
- Ability to handle multiple demands and competing priorities, and adapt to new ideas and changes;
- Positive and friendly "Customer First" attitude; and
- Strong attention to detail and ability to creatively solve problems.

ABOUT PRIVATE PENSION PARTNERS REALTY SERVICES INC.

P3 Realty (<https://www.p3realtyservices.com/>), a division of the Private Pension Partners (P3) Group (<https://privatepensionpartners.com/>), provides integrated property management and brokerage services for P3 assets and third-party clients. Our solutions are technology-driven and operations-focused, with a strong commitment to tenant satisfaction and long-term asset performance.