
Position	Senior Property Manager
Division	Office/Industrial Property Management
Reports to	Regional General Manager
Level of Role	II
Manages Teams	Yes

PURPOSE

The Senior Property Manager is accountable to the Regional General Manager for supervision and coordination of all daily and periodic activities related to management of a portfolio of office/industrial building(s). The Senior Property Manager plays a key role in budgetary planning, portfolio reporting as well as tenant relationships and client service, thus largely contributing to tenant retention and portfolio growth and sustainability programs. for efficient and timely coordination of tenant requests and all tenant-related activities at the property and across the entire organization to ensure that Tenants receive the highest level of service and that all company's policies and procedures are adhered to at all times.

DUTIES AND RESPONSIBILITIES

1. Tenant Relations

Serves as primary point of contact addressing complex tenant issues and inquiries including year-end adjustments, collections, rent abatements, tenancy terms and conditions, tenant improvements, etc., to contribute to the tenant retention and satisfaction, and sustain optimum occupancy rates.

2. Customer Service

Establishes and maintains strong relationships with various internal and external stakeholder groups with the intent of sustaining a level of trust and communication that enables effective management, oversight and client service.

3. Leasing

Assist the Director of Leasing/Leasing Manager with showing of premises to prospective tenants, conducting negotiations with renewing tenants and aiding in the tenant move-in process. As well, assist or take carriage of assignments, subletting and other transfers requested by the tenants.

4. Parking Licenses/Management, Telecom Licenses and Storage Rentals

Assist the Regional General Manager or take carriage of and be responsible for revenue generated from storage rentals, telecom licenses and parking licenses for building parkades. This would include marketing of availabilities and coordinating documentation.

5. Budgeting and Reforecasting

Plays an active role and provides critical input into periodic budgeting and forecasting activities as well as variance reporting to ensure the approved budget enables attainment of strategic goals and objectives set for the property.

6. Sustainability

Oversees the implementation and maintenance of the company's environmental and Health and Safety policies and procedures to ensure the continuous compliance by staff, tenants and contractors; coordinates and participates in investigation of environmental and Health and Safety incidents; supervises the implementation of effective energy management programs, energy consumptions, and energy reduction applications for assigned properties in support of sustainability programs.

7. Service Contracts

Negotiates, prepares, approves and controls third-party service contracts for cleaning, waste removal and recycling, security and ground-keeping to ensure that the property is timely maintained and secured in accordance with landlord's specifications.

8. Oversees Tenant Routine and Emergency Service Requests

Oversees and supports the Coordinator, Tenant Services who receives building maintenance and tenant related routine and emergency phone calls/e-mails and dispatches detailed instructions via existing operations software to the appropriate site operations staff for action in accordance with the existing policies and procedures.

9. Tenant Charge-Backs

Oversees and supports the Coordinator, Tenant Services who is responsible for required accounting documentation and acts as liaison between Operations team and Accounting, keeps track of all charge-backs pertaining to tenants requests and forwards backup to Accounting for billing.

10. Company Initiatives

Coordinates and support all company-wide tenant related initiatives such as Greenlink, environmental, claims, BOMA programs and Tenant communications pertaining to such initiatives to ensure that a positive and consistent message is delivered to all tenants on a timely basis.

11. Occupational Health and Safety

Coordinates in conjunction with and/or participates as a member of all relevant Occupational and Health and Safety Committees.

12. Tenant Appreciation Programs

Coordinates tenant appreciation programs and activities in collaboration with operations team (i.e. tenant move-in & renewal gifts, Christmas cards & gifts, tenant appreciation events etc.), prepares all tenant notices for building closures, service interruptions etc.

13. Management and Development of Staff

Is responsible for hiring, on-the-job training and managing Coordinator, Tenant Services.

Any other job related duties and/or projects that may be assigned.

MINIMUM REQUIREMENTS

Skills, Knowledge, Experience and Education

- Minimum 7 years of relevant work experience or equivalent
- CSM, RPA, CPM or related designation
- Real Estate License
- Previous experience with operating budgets and re-forecasting processes
- Full understanding of security and cleaning procedures and requirements
- Strong understanding of sustainable building practices
- Valid driver's license and access to a vehicle
- Working knowledge of MS Office and operations specific software

Core Competencies

- Excellent organizational skills
- Strong negotiation skills
- Strong communication skills both verbal and written
- Strong team building and management skills
- Ability to recognize emerging trends/best practices in the industry
- Creative thinking.

ADDITIONAL REQUIREMENTS

- Previous experience instructing/training staff is an asset.
- Please submit resume to klund@morguard.com