



POSITION: RESIDENT MANAGER

Job Title: Resident Manager
Employment Type: Full-Time, Permanent
Department: Property Management

Join Our Team at Paragon!

The Company

Paragon is one of Winnipeg's largest, privately-owned real estate companies, specializing in the development of sustainable, purpose-built multifamily rental properties. Backed by over 15 years of experience, Paragon offers end-to-end real estate services – from acquisition and development to construction management and long-term property management. With over \$800 million in projects under development, we are expanding our team to support our continued growth.

At Paragon, we believe in fostering an environment where our employees can thrive professionally and personally. We offer a comprehensive benefits package, career development opportunities and a dynamic workplace culture that embodies The Paragon Way.

The Opportunity

As Paragon Living expands its presence in Winnipeg, we are seeking a dedicated and reliable full-time Resident Manager to oversee the daily operations of our property in **Bridgwater**. The ideal candidate will manage all aspects of property operations, including leasing, resident relations, rent collections, maintenance coordination, and common area upkeep. Our Resident Managers ensure their properties are well-maintained and operating efficiently, while fostering resident satisfaction.

What You'll Be Doing:

Tenant Relations

- Act as the primary point of contact for residents, addressing inquiries, concerns, and requests in a timely and professional manner.
- Respond promptly to emails, phone calls, and in-person interactions promptly; maintain clear documentation of all communications.
- Foster positive relationships with our residents to encourage community engagement and satisfaction including sharing updates about events, policies and building notices.
- Enforce lease terms and community guidelines in collaboration with head office, addressing violations and resolving disputes effectively.

Leasing and Occupancy:

- Manage all aspects of the leasing process: scheduling and conducting showings, gathering applications and the required documents for processing.
- Assist with the distribution of renewal notices to residents, following up as needed to ensure completion by due date.
- Maintain accurate records of occupancy rates, unit availability and waiting lists across assigned properties.



- Assist with parking and storage locker assignments.
- Inspect the unit is on track for maintenance and cleaning to meet scheduled move in
- Schedule the physical move-in process with the tenant (keys, fobs, garage door opener)
- Ensure move-in UCR is signed by the tenant in Maintenance IQ in a timely manner.
- Managing the meter readings and entering them in landlord express.

Rent Collections:

- Collect monthly rent payments and ensure timely deposits.
- Assist with Issuing late notices and coordinate payment arrangements with tenants, in collaboration with head office.
- Maintain accurate records of rent, security deposits and pet deposits, including all related transactions.

Maintenance Coordination:

- First on site to confirm and troubleshoot maintenance requests before the maintenance technician attends. This could include performing minor repairs
- Updates the maintenance request description in Maintenance IQ to accurately reflect the problem and takes photos of serial numbers (for appliance issues) and any other photos to help the technician come better prepared
- Escalates maintenance issues to the office when required
- Conduct regular inspections to identify and address issues promptly.

Cleaning and Upkeep of Common Areas:

- Maintain a clean, safe and welcoming environment in all common areas including interior and exterior spaces.
- Perform or coordinate light cleaning and minor repairs, particularly during unit turnovers.
- Report and address any hazards or urgent issues promptly.

What You Bring to the Team:

- High school diploma or equivalent required.
- Minimum of 2 years of experience in property management, leasing, or a related field.
- Strong organizational, communication and interpersonal skills; able to multitask effectively.
- Proficient with technology including MS Office, share point, smartphone (iPhone/Android), and Property Management software (Yardi and RentCafe experience is an asset).
- Familiar with the Manitoba Residential Tenancies Act.
- Able to perform light maintenance, cleaning and basic repairs as needed.
- Reliable, self-motivated and detail oriented, with a professional demeanor.
- Flexibility to work non-traditional hours as needed, including evenings, weekends and holidays.
- Must provide a clear criminal record check upon request.

Working Conditions:**On-Site Residence:**

- Must reside on-site at a designated property, as determined by management.



- Available to respond to emergencies outside of regular working hours.
- Own vehicle / reliable transportation preferred.

Physical Demands:

- Ability to lift and carry up to 25 pounds.
- Frequent standing, walking, bending, and reaching throughout the property.

Why Join Paragon Living?

- A supportive, collaborative team that celebrates growth and shared success
- Opportunities to contribute, learn, and lead in a growing company
- Competitive compensation and benefits
- A culture that values connection, creativity, and community

Ready to Build Something Great with Us?

Apply now! We'd love to hear from you. While we appreciate all applicants, only those selected for an interview will be contacted.