

PORTE GROUP OF COMPANIES
Job Description – Senior Property Manager

Job Title: Senior Property Manager
Department: Property Management (Porte Realty Ltd.)
Reports to: Vice President of Asset & Property Management
Term: Full-time/Permanent
Compensation: Salary + Benefits + Bonus

THE TEAM:

There are countless reasons to consider a career with Porte. For starters, you'll be part of an encouraging, supportive team with plenty of room for growth. You'll enjoy perks like training and team building events throughout the year. Plus, there's our roof top patio, Friday happy hour, a weekly fitness workout and more!

You'll be an integral part of a family company, building on over 50 years of success, amazingly generous charitable work and progressive leadership in the real estate industry. At all times guided by the Porte Promises of: People-Focused, Committed to Excellence, Trustworthy and Community Builders.

Job Summary:

The Senior Property Manager plays a crucial role in the day to day success of Porte. He/She oversees the operations of Porte Realty Ltd. and functions as an asset manager, responsible for the management of the company's real estate assets. Some key objectives are to help in the growth of the investment portfolio and to maximize profitability of the existing portfolio through a combination of revenue enhancement and cost controls, while ensuring tenant satisfaction. At all times being guided by the Porte Promises, the Senior Property Manager is responsible for leading and developing the property management team.

JOB DUTIES:

Planning

1. Participates with the Vice President of Asset & Property Management (Vice President) in developing the strategic direction of the Porte property management arm.
2. Develops an annual plan for property management that supports the company's objectives around property management for a given year and participates in the annual budgeting for Porte Realty.
3. Works with the Commercial Leasing Manager, Commercial Property Coordinator and Residential PM to prepare an annual operating budget for each property for the review of the Vice President and President.
4. Works with the Project Manager to develop an annual plan for upgrades to commercial and residential buildings.

Property Management and Asset Management

1. Ensures buildings are maintained according to budgets and schedules, directs the property management team to ensure commercial and residential tenant issues are resolved.
2. Responsible for the daily property management activities of approximately \$1mil square feet of commercial space (industrial, office and retail) across the Lower Mainland and Victoria working together with the Commercial Property Coordinator.

3. Meets with commercial tenants on a regular basis and inspect buildings' interiors and exteriors.
4. Maintains contacts within the industry to ensure awareness of potential commercial tenants, and conducts outreach to existing tenants, in coordination with the Commercial Leasing Manager on an ongoing basis, to expand opportunities for space expansion and/or renewals.
5. In accordance with provincially approved rate increases, works with Residential PM to set residential rental and renewal rates.
6. Ensures rental disputes are resolved through the Residential Tenancy Branch for residential disputes, and liaises with lawyers for commercial disputes or negotiated settlements directly with tenants.
7. Recruits, trains and manages property management team member and third party contractors.
8. Hires contractors and consultants to conduct building upgrades, major projects and tenant improvements.
9. Ensures budgets and schedules are in place and oversees the progress of building upgrades, major projects and tenant improvements together with the Project Manager.

Finance and Administration

1. Working with the Property Coordinator and property accountants, ensures the timely collection of accounts receivable.
2. Reviews all invoices monthly and approves payments as necessary.
3. Determines month cash disbursements to investors for approval by Vice President.
4. Reviews common area maintenance reconciliations to ensure accuracy and timeliness of information.
5. Reviews building financial and operational reports on a monthly basis, and works with PM team members to create quarterly reports to building owners/investors.
6. Work with architects, consultants and construction trades to design and price Tenant Improvement projects.

Staff Management

1. Provides leadership to staff, leads by example, demonstrates passion and motivation, and guides and directs staff to accomplish organizational goals and objectives.
2. Recruits and manages various Porte Realty staff, and building management and staff. Ensures staff receive clear direction, supervision and motivation, and are provided with training, tools and technology required to do their job, consistent with the objectives of the strategic plan.
3. Oversees outside contractors and construction and maintenance staff.
4. Assigns tasks and objectives to staff and ensures that staff meet their job responsibilities.

External Communications

1. Develops positive and productive relationships with real estate agents, lawyers, contractors, trades, engineering services, architects and other professionals involved in the industry. Forges strategic alliances where appropriate to support business opportunities.
2. Represents the company appropriately in relationships with owners, tenants, project advisors, suppliers, local governments and professional associations.

3. Effectively communicates information concerning the company's strategies, objectives and performance externally to create a positive profile for the company in the community.
4. Keeps up to date with industry developments, construction and code changes, and new products available in the market.

Other Duties

1. Attends weekly meetings with the Vice President to discuss Porte Realty operational performance and metrics, leasing, building performance and other issues.
2. Attends internal management and all-staff meetings.
3. Assists the Vice President to seek out new acquisition opportunities to grow the investment portfolio and participates in the due diligence process for both new income producing assets and development opportunities.
4. Performs other related duties as required.

Teamwork and Supervision

1. Works directly with the Vice President and collegially with the development teams, as well as with external consultants attached to these teams.
2. Recruits, trains and manages property management staff, including building managers, maintenance personnel and service providers.
3. Hires and oversees the input of consultants engaged for the building improvements and upgrades.

QUALIFICATIONS:

Required training, experience, knowledge, skills and abilities:

1. Bachelor's degree or diploma, or equivalent experience, in Commerce, business, property development, urban planning or related field.
2. At least 5 years' experience in property management of commercial and residential buildings.
3. Experience in managing a property management operation, including staff management and tenant relationships.
4. Property Management License (beneficial but not required).
5. Good knowledge and understanding of the commercial and residential rental markets in Greater Vancouver.
6. Tenant improvement experience including familiarity with the building permit application process and working with designers and architects.
7. Understanding of financial reporting, and experience reviewing and using financial information.
8. Experience using Spectra property management and/or other accounting software.
9. Strong customer experience orientation.
10. Strong communication skills and the ability to work well with owners, tenants, consultants, lawyers, industry players and community stakeholders.
11. Confident and articulate communication style.
12. Strong negotiator.
13. Strong work ethic.
14. Able to work independently and as part of a team.

15. Experienced with MS Office programs, including Microsoft Word and Excel.
16. Valid Class 5 BC Driver's License

WORKING CONDITIONS:

- Occasional work outside normal office hours.
- On call after normal office hours and weekend for property management emergencies and calls.

COMPENSATION:

- Competitive Salary
- Medical and dental coverage
- Parking provided
- Car allowance
- Phone allowance
- Vacation
- Business Expenses - all reasonable and required business expenses will be reimbursed upon submission of invoices.
- Bonus of up to 10% of salary (discretionary)

If you are interested in joining the Porte team, please send a resume and cover letter to Careers@porte.ca. Interviews will be conducted on a rolling basis so you are encouraged to send your application in as soon as possible. We will only contact those people selected for an interview. Thank you for applying.