



ASSISTANT PROPERTY MANAGER, OPERATIONS

Reporting to the Property Managers, Operations, the Assistant Property Manager (APM) will provide support and assistance to the Property Managers, Operations.

The APM will ensure that assigned administrative and other function-specific support activities are carried out in a timely and consistent manner to enable the Operations Team to achieve its business goals and objectives.

DUTIES AND RESPONSIBILITIES

Customer service

- Liaise between tenants, contractors and the respective Property Manager, Operations for maintenance and tenant related issues.
- Assist with tenant inquiries pertaining to the day-to-day operations and enter tenant service request database.
- Interface with various internal and external customers.
- Coordinate or personally respond to tenant requests, questions and inquiries pertaining to operations, as well as act as a liaison between tenants, management and other departments/employees to resolve service-related issues when required, escalate more complex issues to respective Property Manager, Operations, work with Building Manager to ensure that tenants are receiving timely customer service.
- Implement, maintain, or expand tenant service systems (service requests and preventative maintenance programs) as well as examine the tenant emergency and service contract contact lists, administration of service contract files in a proactive manner.

Administrative Duties

- Draft, distribute, and track a variety of tenant related documentation such as property service contracts, correspondence etc. for building maintenance/repair, HVAC, Janitorial services, etc. Assist to ensure valid contracts are in place and are renegotiated in a timely manner.
- Prepare purchase orders, copy drawings, invoices, prepare quotations for the respective Property Manager, Operations to review.
- Attend departmental and inter-departmental meetings as required.
- Assist in preparing, compiling, assembling, distributing, and ensuring the accuracy and quality of documents and reports.
- Maintain all appropriate logs and manuals as required.
- Assist in compiling, entering data for the annual operating/capital budgets and assisting in their timely delivery.
- Assist in the preparation, tendering and analysis of all contracts.
- Assist the respective Property Manager, Operations with site inspections and related documentation and reporting.



- Undertake miscellaneous projects as directed by the Operations team.
- Coordinate and support all property management operations / project management documentation requirements, with assistance from accounting and operations staff.
- Assist and provides Executives with information as requested on issues such as financial reporting, environmental concerns, insurance claims, and project documentation to ensure a smooth and accurate flow of information between various functions to facilitate business and support processes.
- travel to properties and assist in troubleshooting issues and assist in taking progress pictures of various projects, inspections etc.

MINIMUM REQUIREMENTS:

Skills, Knowledge, Experience and Education

- Intermediate working knowledge of Microsoft Office applications
- Previous experience in property management. 5 years
- Excellent oral and written communication skills; ability to work closely with, develop and sustain cooperative working relationships within the office.
- Ability to allocate one's time effectively, work under pressure; ability to handle multiple demands, competing priorities.
- Class G driver's License and own a vehicle for use in travelling between properties.

Physical requirements

There are essential physical requirements contained in this description. Reasonable modifications will be provided for otherwise qualified applicants unable to fulfill one or more of these requirements. These include, but are not limited to, the following requirements.

- Walk over uneven terrain to inspect and maintain equipment.
- Squat, stoop, kneel to inspect facilities and equipment.
- Climb up ladders.
- Climbing into trucks and onto other equipment.
- Lifting ability to remove and replace parts on building mechanical systems.

Core Competencies

- Excellent communication skills (both written and verbal)
- Good organizational skills
- Good analytical trouble shooting skills.
- Strong ability to multi-task and work under pressure.
- Self - Motivated