



## **GROW YOUR CAREER WITH TRIOVEST AS A SENIOR DIRECTOR, PROPERTY MANAGEMENT**

### **THE ROLE**

This opportunity is ideal for a senior leader that has a demonstrable track record of fostering a culture of employee engagement and championing service excellence. Reporting to the Senior Vice President of Property Management, the successful candidate will provide strategic leadership and be responsible for developing and guiding a high-performance team of property management staff in Calgary and Saskatoon. While ensuring that goals and objectives related to service excellence and stakeholder engagement are met, this role will work in concert with the operations, construction, leasing and asset management teams to effectively manage TrioVest's clients' assets across a portfolio of 8 million square feet of commercial, industrial and retail space located in Alberta and Saskatchewan. Reporting to this role is a total team complement of 18 people.

The successful candidate will direct timely and accurate financial reporting, pursue innovative opportunities to enhance service and tenant engagement, and will have the potential to participate in some exciting asset repositioning and renovation opportunities. He/she will also establish key performance indicators and monitor and measure against those targets to drive performance in service.

### **WHAT WILL YOU BE DOING?**

#### **Property Management**

- Direct the overall property management strategy for the region, including participation in collaborative long-range planning, service benchmarking and overall profitability.
- Actively collaborate with regional department heads to improve internal alignment in support of corporate performance.
- Champion service excellence and explore innovative opportunities to enhance tenant engagement and improve service delivery in support of tenant retention.
- Build and maintain relationships with key internal and external stakeholders, including our business units, clients, tenants, vendors, and the broader commercial real estate community.
- In collaboration with peers, plan and support the implementation of energy reduction and other sustainability initiatives.
- Participate in broader corporate initiatives and property management /committees as required.
- Create and implement short- and long-term objectives and targets. Monitor and undertake analysis, modifying plans and/or implement continuous improvement to achieve those targets.
- Ensure team compliance with corporate standards and external regulations.
- Support tenant's effective use of Service Connect (Angus).
- Ensure leading-edge policies, procedures and best practices are in place and adhered to for all aspects of the portfolio including tenant relations, security/life safety, environmental compliance, and procurement due diligence.
- Work collaboratively with peers to ensure buildings are effectively and efficiently operated.
- Connect with market leaders and stay in tune where new mandate opportunities may present themselves; actively pursuing such as they fit within the business model.

### **Budget and Fiduciary Responsibilities**

- In conjunction with other internal teams, ensure the timely preparation of, and adherence to, annual property budgets, as well as capital plans and client reports.
- Ensure team undertakes day-to-day financial activities (e.g., rent collection, accruals, invoicing, purchasing) in line with internal timelines, governance and best practices.

### **Asset Management**

- Act as a liaison with and support internal teams (i.e., Asset Management, Investments, Leasing, Operations and Construction) to provide property management reports and other relevant information.
- Participate in the acquisition, disposition, development and renovation of new and existing properties.

### **People Leadership**

- Provide leadership, direction, and coaching to develop and motivate a high-performance team, including hiring, training, goal setting, succession planning and compensation management.
- Ensure the Property Management team works cooperatively to maintain positive tenant and internal relationships.
- Develop a long-term strategy regarding staff development and recognition.

## **WHAT ARE WE LOOKING FOR?**

### **We believe success in this role will demonstrate itself through the following attributes and skills:**

- The ideal candidate is highly organized with a keen eye for detail, strong financial acumen, a high level of business maturity and solid decision-making skills.
- The successful person will possess deeply rooted emotional intelligence and be a thoughtful and humble collaborator. As well, they must be self-starter, a strategic thinker and have a service-oriented attitude that will encourage continuous improvement of service and performance.
- Strong leadership and interpersonal skills with an outstanding level of integrity that will gain the trust and respect of staff and external stakeholders.
- Strong written and verbal communication skills.
- Demonstrated organizational skills, and the ability to effectively prioritize in a demanding, high paced environment.
- Ability to resolve complex issues and unforeseen obstacles quickly and efficiently.

### **To fulfill this role successfully, you should demonstrate the following minimum qualifications:**

- Alberta Real Estate License is required.
- Minimum of ten (10) years related Commercial, Industrial, Retail Property Management experience.
- Post-secondary education in a related discipline.
- Demonstrated experience and commitment to creating a culture of customer service and tenant engagement. Ability to work well with senior management, peers, clients and other external parties.
- Proven track record of operations excellence by lowering costs and improving service levels to ensure tenant retention.
- Working knowledge of building systems.
- Proven business development experience. Exposure to project development and investments would be an asset.
- A passion for sustainability and energy management.
- Proficiency in key business measures and budgeting.
- Ability to read, analyze and interpret relevant reports, legal documents, etc.
- Experience with database and spreadsheet management software, such as Argus and Yardi. Strong Microsoft Office skills.

- Ability to read, analyze and interpret relevant reports, legal documents, etc.
- Ability to travel, as required.

## **EXPERIENCE TRIOVEST**

Triovest is a Canadian commercial real estate advisory firm with over \$10 billion of assets under management and \$2 billion in active development. We believe that the quality of our people directly impacts the quality of our work, therefore we place a high value on attracting and retaining exceptional individuals. Triovest fosters a hands-on approach to value creation for our clients through innovation and collaboration. Learn more about Triovest by visiting our website.

**The successful candidate will be expected to consistently conduct themselves in alignment with Triovest Core Values of:**

- Teamwork
- Results
- Integrity
- Own It

## **OUR VISION**

Triovest will be recognized as the entrepreneurial leader in institutional real estate driving superior returns by combining local intelligence with deep expertise.

## **OUR MISSION**

We create sustainable places that enhance communities and enrich relationships.

## **TRIOVEST is an Equal Opportunity Employer**

We believe in the power of diversity and we are dedicated to creating a diverse, equitable and inclusive environment at Triovest. Accommodation for applicants with disabilities is available upon request during the recruitment and selection process. For all internal and external applicants who require accommodation in the recruitment and selection process, please contact [eboyack@triovest.com](mailto:eboyack@triovest.com) for assistance/support.

**Interested applicants can apply for this position by visiting the 'Careers' section of our website at [www.triovest.com](http://www.triovest.com). While we sincerely appreciate every application received, only those candidates selected for an interview will be contacted.**