
REGION:	West
POSITION:	Assistant Property Manager
DEPARTMENT:	Tenant Services
LOCATION:	Bankers Hall Complex
REPORTING TO:	Property Manager

DESCRIPTION & RESPONSIBILITIES

DESCRIPTION:

A managerial position which is responsible to support and assist the Property Manager to ensure the successful day to day operations of the property. The position requires an individual which exemplifies professionalism, service excellence, attention to detail and focus on quality.

The role is a Brookfield Ambassador specializing in relationship management with high profile tenants within Bankers Hall Complex. The position is the conduit and liaison for tenants in which, through constant communication and follow up with other departments ensuring a timely resolution to operational issues while minimizing tenant impact. Supervising and providing direction to the Tenant Services team to ensure the appearance of the exterior and interior common areas of the complex are always maintained to the highest standard. Working closely with the Property Manager to ensure tenant satisfaction, budgets and capital plans are prepared and managed as per objectives; negotiate, award and monitor building contracts in accordance with polices; preparation of property and monthly financial reports within the required timelines; liaise with tenants, contractors, and employees.

The incumbent will assist the property manager to oversee the operational and administrative functions associated with the property, ensuring the asset is managed and operated at the highest possible standard in accordance with Brookfield's goals, objectives and all applicable codes, environmental requirements, and government legislation.

RESPONSIBILITIES:

- Primary tenant contact for escalated inquiries and requests, requiring detailed coordination and communication between the tenants, operations, security, construction, accounting and building services ensuring all requests and concerns are dealt with in a professional manner to ensure tenant satisfaction.
 - Managing the day-to-day operations of the Tenant Services Department comprised of one Assistant Manager, Tenant Services, one Coordinator, Tenant Services, one Supervisor, Building Services, one Building Services Coordinator, two Building Services Technicians and one Receptionist. Monitoring and providing daily support, participating in performance management, setting objectives, and providing development through training and education.
 - Take personal responsibility to promote and adhere to all safety, health, and environment policies. Lead by example to proactively identify, report, manage and mitigate potential hazards and follow through to resolution.
 - Liaising with base building contractors on projects ensuring they are completed as scheduled and in accordance with the budget guidelines including window cleaning, landscaping, waste removal,
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carpet cleaning, pest control, janitorial, porter services, parking, and common area repairs.

- Assist in Supervising the \$3.5 million Janitorial contract to ensure the contractor maintains compliance with the agreement, monthly costs are within the established budget and the service provided meets the tenants and Brookfield's expectations. Conduct monthly meetings and inspections as required.
- Attend Monthly Parking contract meetings and assist with parking recommendations to improve the parking experience, maximize revenue, and ensure parker satisfaction. Review monthly parking reports and ensure the data is cross referenced with Tenant lease information.
- Managing the internal porter services contact to ensure that that contractor maintains compliance with the key performance areas of the agreement, monthly costs are within the established budget and the service provided meets the tenants and Brookfield's expectations. Conduct monthly meetings and inspections as required
- Conduct monthly "Key Account Meetings" with the large office tenants documenting discussions of their issues for distribution to all departments. Meet with other tenants on a regular basis and ensure all meetings are tracked and minutes are taken.
- Coordination of bi-annual tenant & occupant satisfaction surveys including preparation of action plans for review and approval by the Property Manager
- Assist Marketing Manager with management of retail tenants, attending annual meetings and assisting with trouble shooting issues as required
- Coordinating all tenant move-in/move-out(s) in conjunction with construction, operations, security and building service/loading dock ensuring all procedures are followed. Ensuring signage, access cards, , recycling, Life Safety manual and Tenant Information Guides are appropriately distributed. Conduct New Tenant Orientation meetings to ensure tenants are educated on the building regulations, procedures, and contacts.
- Routinely review to ensure the Tenant Information Guide, Tenant Database and web site information is accurate and continuously update to date. Additionally, working with the Marketing team to ensure axiis App updates are accurate and timely.
- Oversee the Tenant Services Coordinator and Financial Services Group, in monitoring that the Accounts Receivable process and ensure all outstanding balances are followed on a timely basis ensuring the A/R is always current.
- Administration of all lease documentation, storage area management and leases ensuring the information is kept updated and accurate at all times.
- Assisting the Property Manager to generate and compile the monthly financial report. Assist and provide support to the managers regarding variance comments and other requirements included in the monthly reports.
- Assisting the Property Manager with budget preparation, contract negotiation and management of operating costs by adhering to purchasing processes, reviewing and approval of all billings, maintaining accurate maintenance and administrative records. Assist and provide support to the managers to ensure accurate and timely entry into YARDI relating to day-to-day expenses and one-time projects.
- Other duties as assigned.

QUALIFICATIONS

SERVICE / PERSONAL SKILLS:

A proven leader, who exhibits and insists on a standard of excellence, and shares our vision to work collaboratively with others to meet our commitment to providing outstanding customer service. The ideal candidate works independently and has the proven ability to deal with difficult/sensitive situations. In addition, the successful candidate will have strong communication and organizational skills with the ability to multitask. This includes an ability to manage competing priorities; prioritize tasks and respond pro-actively while maintaining a calm environment for both internal and external clients.

EXPERIENCE & TECHNICAL SKILLS:

- Minimum 7 years working experience in a large commercial building environment.
- Minimum 5 years management experience.
- Minimum 5 years of experience with direct supervision of staff

EDUCATION / DESIGNATIONS / LICENSES:

- University degree is an asset
 - Possess or working towards RPA, FMA or CPM.
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