

Morguard is looking for a Coordinator for Tenant Services to join our team!

PURPOSE

The Tenant Services Coordinator/Property Administrator is accountable to the Property Manager for efficient management of onsite tenant amenities, tenant-related activities at the property along with day-to-day administration for the properties to ensure that Tenants receive the highest level of service and that all administrative and other function-specific support activities are carried out to enable to Operations department to achieve its business goals and objectives.

1. Tenant Amenity Coordination:

Prepares tenant amenity bookings ensuring high level of customer service and amenity space is operating at a high standard. Assists tenants with meeting set up in conference area. Greet tenants, their guests. Responsible for tenant meeting set up. Completes all parking, bike parking and storage agreements and assist with payment processing.

Ensure that conference room is well stocked and tenants and guests are supplied with coffee, water, tea and assists with small events for room set up based on individual tenant needs.

Complete access to stretching room through having tenants complete waivers and sure that all equipment is in proper order.

2. Tenant Appreciation Programs:

Coordinates tenant appreciation programs and activities in collaboration with operations team (i.e. tenant move-in & renewal gifts, Christmas cards & gifts, tenant appreciation events etc.), prepares all tenant notices for building closures, service interruptions etc.

3. Company Initiatives

Coordinates and support all company-wide tenant related initiatives such as Greenlink, environmental, claims, BOMA programs and Tenant communications pertaining to such initiatives to ensure that a positive and consistent message is delivered to all tenants on a timely basis.

4. Tenant Charge-Backs

Coordinates and maintains all required accounting documentation and acts as liaison between Operations team and Accounting, keeps track of all charge-backs pertaining to tenants requests and forwards backup to Accounting for billing relating to amenity use.

5. Tenant Services

Implements, maintains or expands building electronic systems and services (i.e. card access inventory and service schedules, service requests and preventative maintenance programs) as

well as examines Operations tenant emergency and service contract contact lists, administration of service contract files in a proactive manner.

6. Tenant Requests

Receives and appropriately coordinates or personally responds to tenant requests, questions and inquiries pertaining to Operations as well as acts as a liaison between tenants, management and other departments/employees to resolve low to medium issues or if required escalates the more complex issues to Operations Manager or Building Managers to ensure that tenants are receiving consistently high level of timely customer service

Skills, Knowledge, Experience and Education

- Intermediate working knowledge of MS Office applications
- Previous experience in property management

Core Competencies

- Excellent communication skills (both written and verbal)
- Good organizational skills
- Good analytical skills
- Strong ability to multi-task and work under pressure.
- Customer Service

ADDITIONAL REQUIREMENTS

- Previous experience in real estate industry, preferably office/industrial, or previous experience with service and construction contracts is an asset.

About the Team

Morguard is a fully integrated real estate company. We own, manage and invest in high-quality, well-located, geographically diversified assets across North America. We have built our business with strong leadership and a proven management platform that have generated substantial, risk-adjusted returns – and significant long-term growth. With more than 40 years of experience and a dynamic team of 1,500 professionals, our commitment is to realize the potential of real estate through value creation and operational excellence.

We are committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation during any stage of the recruitment process, please notify Human Resources at hrrassist@morguard.com or 905 281-5967.

Subject to legally permissible exceptions or accommodation requests, Morguard requires that all new hires be fully vaccinated, as defined by Public Health, for COVID-19 on their first day of the assignment. Unless a valid Human Rights exemption applies, the vaccine requirement will be a condition of employment with Morguard and you will be required to submit your documented proof of vaccination. Should you require an accommodation as set out by the *Human Rights Code*, please notify our Human Resources Department at HRAssist@morguard.com , 905-281-5967.