

Overview

When you join Hines, you will work alongside innovative leaders who set the standards responsible for our reputation as an industry leader today, and you'll be a part of shaping our future in the years to come.

Responsibilities

As a Resident Services Coordinator with Hines, you will will strive to create value for all Residents and Retail Tenants at the complex by developing and implementing enjoyable, creative and unique activities and events to promote the use of the amenities, which consists of a fitness centre, work lounge, outdoor patio and other social spaces. By creating and maintaining a calendar of activities and events that cater to a wide variety of interests, this will assist in building strong resident and tenant relations. This role aims to provide industry leading levels of customer service and first class facilities while recognizing and realizing cost efficiencies. The Resident Services Coordinator is a dynamic individual who is passionate about planning social events and building relationships through positive interactions. Responsibilities include, but are not limited to:

- Plan and promote ongoing activities and social events for Residents and Retail Tenants.
- Assist Residents and Retail Tenants with the booking of private functions, ensure stakeholder needs are met, and manage the online booking system to ensure all scheduled functions take place without incident.
- Prepare meeting rooms and other amenities for scheduled functions as required.
- Provide amenities and fitness centre orientations and liaise with new Residents and Retail Tenants.
- Liaise with Retail Tenants to promote their business at the property.
- Create and deliver correspondence (a monthly newsletter/calendar and communication screens) to provide updates of activities. planned as required or permitted in a manner that connects retail and residential as well as cross-promotes Retail Tenants.
- Respond to all inquiries in a timely manner and provide excellent customer service to all stakeholders.
- Manage the amenities web page by advising the marketing department of any changes required.
- Adhere to and manage procedures for amenities usage.
- Ensure proper functioning of amenities equipment and maintain supplies throughout the amenities areas.
- Oversee contractors/staff regarding the maintenance of facility equipment.
- Source out contractual program providers, trainers and/or instructors (yoga, fitness, etc.).
- Conduct daily inspections of entire amenities facility.
- Create work orders for maintenance staff where required.
- Create monthly reports on facility usage and financial reports which include budget variance and summary reports.
- Complete event and petty cash reconciliations as required, by event and on a monthly basis.
- Purchase music and movies on an ongoing basis.
- Responsible to ensure security staff receive training on after hour's event management and assist with the training of security personnel as required for after hours follow up.
- Attend regularly scheduled meetings with the Property Manager ensuring operational requirements of the amenities are being carried out in a timely manner.
- Execute all work in a safe, professional manner in compliance with Occupational Health and Safety Legislation.
- Ensure local, provincial, & federal laws and regulations are being observed at the community.
- Ensure comprehension and compliance with all company policies.
- Perform move ins/move outs as required
- Complete other duties as assigned by the Property Manager.
- Provide reports and other system data to support leasing and marketing efforts

- Become a point of reference for any questions residents may have
- Comply with all company and regional policies.

Qualifications

Minimum Requirements include:

- High School Diploma or equivalent from an accredited institution is required.
- Two or more years prior experience in property management or in a related industry preferred.
- One or more years' marketing and events experience.
- Ability to work a flexible schedule including weekends and holidays.
- Highly proficient computer skills and knowledge of Microsoft Office (MS Word, Excel, Front Page, Outlook, PowerPoint)
- Experience in Adobe Creative Studio or other design programs an asset
- Successfully complete the Hines Property Management Training Program.
- Interact with employees, visitors and contractors with poise and diplomacy.
- Maintain a calm demeanor in emergencies.
- Compose business letters, expositions, summaries, and reports, using proper format, punctuation, grammar, diction, and style.
- Speak before an audience with confidence, using appropriate communication skills/style.
- Demonstrate strong initiative and customer service orientation.
- Establish and maintain a cooperative working atmosphere among staff.
- Knowledge of basic accounting practices.
- Demonstrate intermediate knowledge of Microsoft Office software.
- Use of factory, auditory, and visual senses to inspect building and detect emergency alarms.
- On occasion, perform physical inspections of the property which may include climbing up and down stairs or accessing restrictive openings.
- Ability to lift up to 25lbs.
- Though occurrences are rare, be accessible 24 hours a day in case of an emergency and perform on-site operations management during natural disasters.
- Transfer properties and work overtime as business needs deem appropriate.

Hines is a global real estate investment, development and property manager. The firm was founded by Gerald D. Hines in 1957 and now operates in 28 countries. We manage a \$92.3B¹ portfolio of high-performing assets across residential, logistics, retail, office and mixed-use strategies. Our local teams serve 634 properties totaling over 225 million square feet globally. We are committed to a net zero carbon target by 2040 without buying offsets. To learn more about Hines, visit www.hines.com and follow @Hines on social media. ¹Includes both the global Hines organization as well as RIA AUM as of June 30, 2022.

We are an equal opportunity employer and support workforce diversity.

No calls or emails from third parties at this time please.

Link to Apply: <https://careers-hines.icims.com/jobs/10608/resident-services-coordinator/job?mode=view>