

## **Role Description**

Reporting to the Vice President, Office, Alberta, the General Manager is responsible for all aspects of property operations including tenant relations, operations, financial performance, and capital management. The General Manager will provide guidance, coaching, and mentorship to the property team to achieve operational effectiveness, excellent customer service, and financial/budgetary performance, and will play an integral role in maintaining a best-in-class asset.

## **Responsibilities**

- Oversee management and operation of a mixed-use office and retail portfolio totaling approximately 1.1 M square feet.
- Provide leadership to team of 19 onsite staff, including direct management of a Property Manager and an Operations Manager; coach, mentor and provide support to staff to excel in their roles and meet business objectives
- Provide strategic direction in the development and preparation of the annual revenue, expense, and capital budgets considering the asset objectives, capital resources, and operational requirements.
- Interact and effectively communicate directly with Investment Management and Senior Management team on financial performance, property operations, staffing and tenant relations.
- Ensure team are efficiently maintaining and repairing of properties to best-in-class standards.
- Manage tenant relations program through personal contact, development of tenant retention plan, and excellent customer service.
- Implement and maintain sustainability initiatives in line with QuadReal's goals, focusing on energy reduction and efficient operation of buildings; ensure compliance with government regulations, occupational health and safety standards and achievement of maintenance/life safety standards.
- Oversee completion of capital and leasing projects on time and on budget.
- Work collaboratively with Leasing Representatives to facilitate leasing targets.

- Complete understanding and adherence to the Environmental Policy, the Code of Conduct and other policies and procedures relevant to the position as prescribed from time to time.
- Keep abreast of new developments and industry standards by attending industry events and participating in company or industry committees.
- Live and embody the QuadReal values.
- Other duties as assigned.

**Qualifications:**

- **Experience** - Minimum 7-10 years of property management experience in Class A commercial office and retail portfolios with responsibility for leasing, maintenance, project management, financial reporting and team leadership.
- **Education** – Commercial Real Estate License from RECA is required. University degree and/or RPA or CPM designation desirable.
- **Sustainability** – Experience with BOMA BEST, LEED EB:OM or other sustainable programs an asset.
- **Relationship/Leadership Skills** - Able to communicate effectively and professionally, both oral and written; able to develop and sustain cooperative working relationships with senior management, contractors, tenants, and the public; able to partner with clients to meet client needs; self-motivated, professional and flexible; able to motivate, empower and coach/counsel staff in the achievement of performance goals
- **Organizational/Multi-Task Skills** - Able to allocate one's time effectively, work under pressure and manage tight deadlines; able to handle multiple demands and competing priorities, adapt to new ideas and constant changes; able to cope with changing client needs and deliver successful results within agreed upon timeframes; detail oriented
- **Decision Making Skills** – Able to resolve problems using facts and sound reasoning; able to achieve goals using a strategic approach; proven innovation with a willingness to manage and adapt to change
- **Computer Skills** – Advanced knowledge of Word, Excel, and PowerPoint, and working knowledge of Yardi accounting system beneficial.



Note to Recruiters: QuadReal does not accept unsolicited resumes from any source other than directly from a candidate. Any unsolicited resumes sent to QuadReal, directly or indirectly, will be considered QuadReal property. QuadReal will not pay a fee for any placement resulting from the receipt of an unsolicited resume. A recruiting agency must first have a valid, written and fully executed agency agreement contract for engaged services to submit resumes.

QuadReal Property Group will provide reasonable accommodation at any time throughout the hiring process for applicants with disabilities or for those needing job postings in an alternate format. If you require accommodation, please advise the Talent Acquisition team member you are working with and include the following: Job posting #, your name and your preferred method of contact.

**Apply Here:** [https://quadreal.wd3.myworkdayjobs.com/QuadReal/job/Edmonton/General-Manager---Office\\_R0005848](https://quadreal.wd3.myworkdayjobs.com/QuadReal/job/Edmonton/General-Manager---Office_R0005848)