

Assistant Community Manager, 12-month Contract

Reporting to the Community Manager, the Assistant Community Manager is responsible for the administration and leasing functions at the property. The Assistant Community Manager is responsible for the implementation and execution of resident relations and engagement programs, including the planning and execution of resident appreciation events. All duties will be completed while upholding QuadReal's mission, vision, and values serving as a brand and cultural ambassador for our residents, co-workers, vendors, and public.

Responsibilities

Leasing & Marketing

- Perform the overall leasing and resident relations functions at the property, evaluating and monitoring metrics that include vacancy, sales, renewals, move-in, move-out, notices, etc.
- In partnership with the leasing concierge participate in the full leasing process including, engaging with prospects, conducting community tours, processing applications and compiling lease documentation.
- Maintain a comprehensive knowledge of the property, including availability of suite types and layouts, common areas and amenities of the building, surrounding neighborhood and value-added services provided
- Communicate and work with Community Manager to ensure suites are delivered on time and as promised, providing move-in inspections and new home orientation with new residents
- Provide feedback and recommendations to Community and Revenue Manager on rental rates, promotions, and overall market conditions with a view to maximizing revenue at the property

Administration and Reporting

- Issue and deliver notices such as: Violation Notice, Notice to End Tenancy, Notice to Enter, Notice of Renewals, by an approved method of service
- Ensure compliance with all privacy rules and regulations
- Monitor aged receivables report for delinquency and assist the Community Manager with collection of delinquent rents

Office Management

- Responsible for ensuring all property management policies, procedures, and operations are executed to QuadReal standards
- Provide administrative support as required, including preparation of notices and other resident correspondence, QRLiving updates, courier & mail handling
- Support front desk functions from time to time, working out of the front desk vestibule or other designated area based on team schedules as assigned

Customer Service / Resident Relations

- Professionally and courteously handle all inquiries, feedback, complaints, or concerns
- Promote usage of Resident facing technology

Maintenance & Health and Safety

- Actively monitor deficiencies in suites and common areas and produce work orders as required
- Conduct annual, periodic and pre-move out suite inspections and coordinate maintenance required as appropriate
- Ensure an adequate inventory of made ready suites
- Maintain and ensure compliance with fire safety plans and other emergency procedures

Experience and Qualifications

Experience in Property Management, Hospitality, or other closely related industries

Post-secondary education preferred

Strong attention to detail, problem-solving, ability to multitask

Must be a self-starter with a high degree of initiative, flexibility, and professionalism

Superior ability to develop and sustain cooperating working relationships with staff, contractors, the public and residents

A passion for excellence in customer service delivery

Ability to work flexible hours

Knowledge of Yardi Voyager and MS Office (Word, Excel, Outlook, and PowerPoint)

Familiarity with smart phone and tablet technology