

JOB OPPORTUNITY
October 2025

TITLE: Property Manager
LOCATION: Calgary, Alberta
REPORTS TO: General Manager

POSITION SUMMARY:

This position reports to the General Manager and is accountable for the effective day-to-day management of tenant relations and oversight and support of various management functions (administration, operations, security, parking) to facilitate the effective operation of the office portion of the CORE, a downtown Calgary 2M sq. ft. mixed use office/retail portfolio.

Operating the property in a “First Class” manner, with respect to maintenance, staffing, administration and general operations, to ensure tenants and customers are provided the highest level of service and services commensurate with marketplace requirements.

KEY RESPONSIBILITIES:

Tenant Relations:

- Meet key tenants on a regular basis to foster positive relationships and encourage a proactive approach in dealing with tenant issues and concerns.
- Create an environment in which tenants adhere to property operating rules through a program of education and voluntary compliance

Manage Personnel:

- Oversee the development and effectiveness of key direct reports: Property Administrators (2), Receptionist, and liaise with Operations Manager, Security Manager, Project Manager and Leasing staff.
- Develop and mentor staff

Capital Budget Planning:

- Provide information for the capital budget for discussion with the General Manager, Operations Manager, and Director of Asset Services
- Coordinate with the General Manager and Operations Manager the completion of each year’s approved items within budget

Direct Property Accounting Functions:

- Develop and manage the Annual Budget including inputting expenses and revenues into the budgeting accounting system
- Provide approval and electronically sign off on property invoices
- Forecast revenue and expenses for the property
- Develop proper strategies to meet cash flow objectives
- Direct an aggressive effort aligning both the company’s and the property’s goals to minimize accounts receivable balances. Follow up with property administrators and tenants regularly on A/R issues and escalate issues to General Manager when required.

- Monitor monthly financial statements: all utility expenses and recoveries, real estate taxes and recoveries, etc.
- Provide accurate and timely reporting and track leasing and capital costs vs. budget.

Direct Property Security:

- Maintain a safe and secure environment, minimize security incidents and ensure that all incidents or accidents which occur on the property are handled in accordance with established procedures

Direct Property Maintenance:

- Liaise with Operations and Facilities Manager to ensure preventative maintenance, housekeeping, landscaping and repair programs are being completed in line with contractual obligations.
- Maintain a program to effectively conserve energy, control utility costs and retain a current billing position on energy charges to all tenants
- Ensure implementation of and on-going compliance with all governmental and corporate programs and policies such as: risk management, preventative maintenance, environmental programs, worker's compensation, employee safety and other programs (as developed)
- Inspect property on a daily basis, noting and implementing correction of all deficiencies
- Identify opportunities for greater efficiency and productivity, research and recommend alternative actions

Tenant Construction/Coordination:

- Liaise with Project Manager for tenant coordination, tenant construction and property renovations in accordance with Landlord's Tenant guideline package and requirements
- Respond to tenant inquiries and effectively communicate with tenants with regard to property policies and procedures and special operational problems or activities

Risk Management Program:

- Respond promptly to all insurance recommendations and take appropriate action to minimize the risk of serious property damage. Provide direction to operations and security staff during emergencies.

Owner/Client Relationships:

- Prepare and present (where required) formal updates to owners and monthly status reports for review by clients and senior management

SUSTAINABILITY:

- Set targets and goals for energy efficiency, greenhouse gas emissions, water usage and recycling
- Review consumption trends regularly with operations staff
- Keep abreast of new developments and industry standards and practices for efficient building operations by attending industry events and participating in company or industry committees
- Initiate, organize, conduct and participate in community and charitable events that involve the building, its tenants or tenant employees
- Organize and participate in volunteering or charitable events where the staff have the opportunity to support the community
- Liaise with Operations manager to achieve and maintain ESG designations such as LEED, Wired Score, and Well.

QUALIFICATIONS:

The successful candidate will possess:

- Minimum 5 years commercial office property management experience
- Strong operational knowledge of building systems and experience managing large service contracts

- Strong understanding of year end reconciliations and interpretation of financial reports
- Business Degree, Diploma or equivalent supplemented with courses in property management
- CPM, RPA, CSM or equivalent designation is preferred
- Must have a valid Alberta Real Estate License or be able to achieve a license within 6 months of employment
- Experience in YARDI Voyager is 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; able to exercise discretion and confidentiality
- **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 and accurate
- **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 and Excel

INTERESTED CANDIDATES CAN FORWARD THEIR RESUMES TO: Michael Cole, General Manager, at mike.cole@cushwake.com