



**Job Title:** Property Management Assistant / Reception Relief

**Reports To:** General Manager

### Position Summary

The Property Management Assistant contributes to Hollyburn's goals by ensuring the effective operation of administrative systems and customer service within the Property Management division in addition to providing relief support to the Reception Area.

### Key Duties and Responsibilities

- Provides administrative support to the Property Management division by:
  - Developing standard templates and systems for Property Managers;
  - Coordinating paper flow concerning commercial leasing activity (letters, lease renewals);
  - Taking minutes during Property Management and Resident Manager meetings;
  - Providing administrative support to Property Managers;
  - Drafting correspondence within established guidelines;
  - Creating and maintaining a database of current information;
  - Establishing consistent record keeping systems for all buildings;
  - Generating rent increase notifications to tenants which both adhere to legislated time frames and meet company standards of professionalism, as directed by the Property Manager;
  - Updating internal website with updated forms, documents and notices.
- Assists with the creation and implementation of a Resident Feedback Program including:
  - Participating in random calls to residents to "spot check" on the Resident Experience;
  - Coordinating and helping to create an Annual Resident Opinion Survey.
- Assists with the effective operation of the office by:
  - Providing occasional assistance to the accounting and marketing functions;
  - Occasionally assisting or replacing other administrators;
  - Assisting with Front Reception duties as required;
  - Completing special projects as requested;
- Assists with the coordination of Purchase Order activity by:
  - Issuing Purchase Orders within approved guidelines;
  - Verifying costs and resolves discrepancies;
  - Entering Purchase Orders into appropriate accounting systems;
- Performs any other duties and responsibilities as assigned.

### Knowledge, Skills and Abilities

- Previous experience in the property management or real estate industry is an asset;

- Minimum of 2 years of progressive administrative experience, including experience supporting a team of managers;
- Attention to detail and accuracy, even as priorities change and urgencies intervene;
- Excellent written and verbal communication skills;
- Well-developed computer skills including MS Office;
- Experience with Yardi an asset;
- Previous Commercial leasing exposure an asset;
- Strong organizational and planning skills;
- Problem analysis, problem solving skills, judgment and decision making ability;
- Ability to be flexible and self-motivated and to take initiative;
- Ability to work independently and in a team environment where mutual support is essential;
- Recognized ability to exercise sound judgment;
- Ability to plan and organize work efficiently and effectively;
- Post-secondary education/course in office administration an asset.
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To apply, please send your resume and cover letter to [careers@hollyburn.com](mailto:careers@hollyburn.com), quoting "Property Management Assistant" in the Subject Line. We thank all applicants in advance, however only qualified candidates may be contacted directly.