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## Property Manager (Residential)

### ABOUT SHAPE

SHAPE is the real estate investment, development and management company leading some of the largest and most exciting projects in North America including The Amazing Brentwood and The City of Lougheed in Metro Vancouver. SHAPE manages over 4M sq.ft of commercial space, over 800 units of rental residential and over \$1 Billion of development projects currently under construction.

Through our fully integrated platform, SHAPE specializes in complete neighbourhoods with a top-calibre mix of shops, restaurants, residences, entertainment, and a complete range of daily services with transit connected. With a thoughtful approach and continuous pursuit of innovation, we think differently to ensure our projects are relevant and dominant for the future of real estate.

### Residential Property Management

SHAPE is set apart by the superior experience we offer across all facets of our business. Shape Management runs our operating properties with a future-focused approach and a rigorous level of detail to ensure our tenants are taken care of from when they first initiate interest in wanting to live at a SHAPE property.

### ABOUT THE ROLE

The Property Manager will be a front-facing representative of the SHAPE brand while also working behind the scenes to deliver every element of our residential rental program. They will report directly to the Director, Residential Management, and will be responsible for providing our residents and prospects with a first-in-class experience in all things related to their in-person/virtual showings and/or residency at any SHAPE rental home.

The Property Manager will be working closely alongside the on-site staff, including the Resident Managers, Head Concierges, Leasing Staff, On-Site Security, and Janitorial Staff.

### Primary Job Responsibilities

- Employee Relations
- Tenant Relations and Guest Service Excellence
- Oversee all aspects of operations at the properties assigned to your residential portfolio
- Maximize revenue by minimizing vacancy rates and expenses at each property
- Protect landlord from liability
- Inspect and ensure the cleanliness and proper functioning of assigned properties

- Conduct market analysis and report findings and recommendations to Director, Residential Management
- Obtain estimates and quotations for work and service contracts required at the properties
- Ensure all preventative maintenance is executed as per included warranties
- Ensure third-party service providers are executing as per service contracts
- Manage and foster healthy working relationships between all employees
- Respond to all employee inquiries quickly in a polite and professional manner
- Answer any and all inquiries made by prospective tenants/residents within a reasonable timeframe in a polite and professional manner
- Emails, reports, and updates to Director, Residential Management
- Ensure all processes and administrative procedures are followed consistently, completely and accurately
- Consistently review and revise current systems in place to provide a world-class experience to all guests and prospective tenants
- Assist Director, Residential Management in any assigned tasks
- Assist Leasing Team where needed in order to ensure the successful leasing of any available notice/vacant units
- Perform all other duties as assigned

## Qualifications

### *Required Knowledge, Skills, and Abilities*

- Ability to conduct tenant relations through Guest Service Excellence
- Ability to manage and motivate employees
- Self-motivated, Proactive, and a Team Mindset
- Personable, professional, and positive
- Detail and task-oriented, works well under pressure, capable of handling multiple tasks with simultaneous deadlines, and communicates well
- Outgoing with strong organizational, critical thinking, and time management skills
- Strong verbal and written communication skills
- Ability to deal with confrontation and maintain objectivity in public relations
- Intermediate to advanced computer skills with Yardi and Microsoft Office, specifically Microsoft Word, Excel, Outlook, and Power Point an asset

### *Required Training and Experience*

- 5+ years' work experience as a Property Manager is an asset

To apply, please visit our website at <http://shapeproperties.com/careers>