
Residential Leasing Associate

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 The City of Lougheed.

ABOUT THE CITY OF LOUGHEED

At Metro Vancouver's most central and connected location, a community shopping centre is evolving into Canada's largest shopping, dining, residential, and social destination. This is the City of Lougheed – a 37-acre city centre with parks, plazas, entertainment, and culture at an unprecedented scale. And with all lines of rapid transit converging here, every corner of the region is within reach. This is a city-within-a-city, a world-class destination, and a new generation of urban living for citizens and visitors alike.

Today, The City of Lougheed is a regional shopping centre with 85+ shops and services including Hudson's Bay, London Drugs, Walmart Supercentre, and Sport Chek.

ABOUT THE ROLE

The Residential Leasing Associate will be the front-facing representative of the SHAPE brand while also working behind the scenes to deliver every element of our residential leasing program. They will report directly to the Senior Leasing Associate and Director of Residential Management and will assist in launching and leasing 499 rental homes at one of Canada's most exciting rental projects. This is a temporary job contract for the duration of the lease-up of, estimated to last from December 1, 2021 to December 31, 2023.

Primary Job Responsibilities

- Answer all inquiries made by prospective tenants
- Ensure that all inquiries are responded to in a polite and professional manner
- Assist prospective tenant throughout the full leasing process, including registration, application, appointment booking, rental tour, follow-up, and lease execution
- Showing available units to prospective tenants
- Ensure all processes and administrative procedures are followed consistently, completely and accurately
- Receive and keep accurate records and documentation including tenant information, security deposits, pet deposits, identification and rental fees
- Arrange home orientations with tenants
- Track inventory of sales and marketing materials
- Host private appointments and open houses (when applicable)
- Provide a world-class experience to all guests and prospective tenants
- Perform all other duties as assigned

Qualifications

Required Knowledge, Skills, and Abilities

- Ability to cultivate relationships with prospective tenants with the intent to achieve and maintain tenant satisfaction through Guest Service Excellence
- Self-motivated and a team player
- Personable and positive attitude
- Detail oriented, works well under pressure, able to multi-task
- Outgoing with strong organizational, critical thinking, and time management skills while working under pressure
- Strong verbal and written communication skills
- Ability to deal with confrontation and maintain objectivity in public relations
- Intermediate to advanced computer skills with Microsoft Office, but specifically Microsoft Word, Excel, and Outlook

Required Training and Experience

- 2-3 years' work experience in residential leasing services, property management, or real estate presales and sales
- Experience with Yardi and RentCafe/YuHu an asset

Working Conditions

The successful candidate will work on a mixed-use construction site pre- and post-occupancy. The role requires flexibility in scheduling and may include extended hours, weeknights, and weekends as necessary.

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