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## Concierge (Part-time Weekend/Evening)

### 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 5M 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.

### 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.

### 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 ROLE

The Concierge at The City of Lougheed Tower FOUR Rental Homes will be the 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 Resident Manager and Head Concierge, and will assist in the move-in, and on-site management of 237 rental homes at one of Canada's most exciting projects.

The Concierge will be working closely alongside the Head Concierge, Resident Manager, and Janitorial Cleaning Staff.

## Primary Job Responsibilities

- Tenant Relations and Guest Service Excellence
- Ensure cleanliness of building and premises
- Receive and Dispense Parcels (Automated Parcel Delivery on-site)
- Answer any and all inquiries made by prospective tenants/residents in a polite and professional manner
- Coordination and Management of Loading Bay and Move-In Elevator
- Coordinate, Book, and Manage resident Amenity bookings
- Inspection and Security of premises
- Emails, reports, and updates to Director, Property Manager, Resident Manager, and Head Concierge.
- Ensure all processes and administrative procedures are followed consistently, completely, and accurately
- 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 conduct tenant relations through Guest Service Excellence
- Self-motivated, Proactive, and a Team Mindset
- Personable and positive in every situation
- Detail-oriented, works well under pressure, capable of handling multiple tasks with simultaneous deadlines, communicates well
- Outgoing with strong organizational, critical thinking, and time management skills
- Strong verbal and written communication skills (Multi-lingual would be an asset)
- 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+ years' work experience in a similar position would be an asset

## Working Conditions

This is a permanent Part-time position to be filled as soon as possible.

**Hours: Saturday & Sunday 4 pm - Midnight (16 hours per week)**

## Benefits

- Opportunity to work at one of the most significant real estate projects in Metro Vancouver
- Join a best-in-class SHAPE team
- Competitive wage

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