

JOB TITLE

Property Manager

REPORTS TO

Vice President, Property Management

COMPANY

Chard Development is an award-winning real estate development firm based in Vancouver, B.C. We specialize in urban condominium, rental and commercial projects in Metro Vancouver and Greater Victoria. To date, we've completed over 1.3 million square feet of development and delivered close to 1,400 homes. Our current pipeline includes more than 2,000 homes and half a million square feet of commercial development.

Chard Development is seeking a Property Manager for their downtown Vancouver location. Reporting to the Vice President, Property Management the successful candidate will be responsible for a mixed-use portfolio inclusive of management and administration of assigned properties. The candidate is a seasoned Property Manager accountable for the supervision of all site staff, with the ability to provide strong analysis of monthly reports, operating budgets, and the ability to identify issues and continually seek opportunities for process improvements.

RESPONSIBILITIES

- Operate the properties in accordance with the management agreement and direct the overall property management strategy for a mixed-use portfolio, including participation in collaborative planning, service benchmarking and overall profitability.
- Prepare, monitor, and report on all property expense schedules/budgets to achieve NOI goals for all assigned properties. This includes tenant receivables, percentage rents, miscellaneous income and parking facilities, annual property budgets and programs.
- Contribute to the development of annual property plans and provide timely monthly reports.
- Ensure all Property Management policies, procedures and operations are executed to company standard.
- Build and maintain relationships with key internal and external stakeholders, including our clients, tenants, vendors, and the broader commercial real estate community.
- Explore innovative opportunities to enhance tenant engagement and improve service delivery in support of tenant retention.
- Anticipate not only operational issues but also short-term and long-term owner/tenant needs.

- Prepare options analysis and project definition and requests for quotations or proposals for major repairs and minor capital projects
- Lead tender process for major capital projects
- Prepare project approval requests including supporting rationale and analysis.
- Motivate, empower, and coach employees and ensure the team is well trained to achieve clear targeted performance, while always holding employees accountable.
- Enforce contract and lease agreements while administering the property in accordance with the approved budgets and operating policies.
- Prepare strategic analysis for the properties while considering financial indicators, market analysis and long-term project plans.
- Oversee the administration team members, including prioritization, directing activities, establishing goals and objectives, and communicating operational vision.
- Maintain strong relationships between internal teams responsible for leasing, construction, legal, lease administration, marketing, property accounting and third-party management.
- Ensure effective property marketing and promotional activities are executed where applicable.
- Support Residential Tenancy Branch claims and represent the landlord where necessary.
- Knowledge/experience in lease negotiation(s) and administration.
- Develop and maintain preventative and corrective maintenance schedules and oversee the scheduling and completion of maintenance activities.
- Manage sub-contractor activities for goods and services, including preparing tender documents, tender and bid analyses, negotiating the best possible terms, preparing contract documents, and monitoring sub-contractor performance.
- Ensure property security, safety and operating systems are in accordance with local codes, by-laws, and policies.
- Prepare assigned properties for BOMA submission and awards.
- Participate in special projects and take on other duties as assigned.

QUALIFICATIONS

- 5+ years of progressive property management experience within the multi-family residential industry with exposure to commercial and mixed-use assets.
- Rental Property Management License required.
- Strong negotiation skills.
- Knowledge of Residential Tenancy Branch policies and guidelines
- 5+ years of customer service/tenant relations experience.
- A strong understanding of CAM and Tax recoveries.



- Experience in administering and/or enforcing commercial leases and maintenance contracts
- Excellent knowledge of MS Word, Microsoft Excel, and G-Suite.
- Demonstrated ability to meet deadlines and provide accurate reports to internal and external stakeholders.
- Experience in budgeting, forecasting, and the preparation of quarterly reports is essential.
- Enthusiasm for new and expanded technology and innovations within the Property Management industry.
- Fantastic communication (verbal and written) and networking skills.
- Strong analytical and problem-solving skills.
- Knowledge of Yardi accounting software is an asset.
- Valid BC Driver's License & Vehicle required.

The ideal candidate has the following qualities:

- The ideal candidate will have proven organizational and multi-tasking skills with an ability to meet deadlines with ownership and accountability.
- The successful person will be a thoughtful collaborator, a self-starter and a strategic thinker with a service-oriented attitude who strives for continuous improvement of service and performance.
- Strong interpersonal skills with an outstanding level of integrity that will gain the trust and respect of staff and external stakeholders.
- Ability to effectively prioritize in a demanding, high paced environment.
- A dedication to providing consistent exceptional service excellence
- The ability to work both independently and as part of a team.
- A professional and polite disposition with the ability to turn a negative into an opportunity.
- Exceptional and articulate communication skills are required for critical conversation.

If you meet the requirements and are interested, please submit your resume and cover letter to careers@charddevelopment.com. We thank all applicants for their interest, but only those who are qualified may be contacted.