



## **JOB OPPORTUNITY**

**Temporary Term (12 – 15 months commencing June, 2019)  
2019 - 15**

**Title: Property Manager**  
**Location: Calgary – CORE Shopping Centre & TD Canada Trust Tower**  
**Reporting To: Director, Property Management**

Reporting to the Director, Property Management, this position is responsible for overseeing the day-to-day management activities for a mixed use AAA office/retail portfolio located in downtown Calgary.

### **Responsibilities:**

- Work with building assigned staff to ensure high standards are maintained in accordance with established Cushman & Wakefield and Building policies and procedures.
- Interact and effectively communicate with Owner Representatives on financial performance, property operations, building issues and tenant relations.
- Responsible for building revenue and expenses including preparing and operating within an approved budget; analyzing monthly financial statements & preparation of monthly operational commentary and variance reports, for inclusion in monthly management reports.
- Ensuring tenant billings & year-end adjustments are correct and conform to the lease.
- Administer leases to ensure all requirements are maintained, including insurance, percentage rent, monthly and annual tenant sales, and annual sales audits.
- Oversee accounts receivable to ensure they are maintained at an acceptable level.
- Tender and manage capital projects including building improvements and leasehold improvements in conjunction with the Director and Operations Manager/Supervisor, and the Tenant Coordinator.
- Liaise with Leasing Representative to ensure budgeted leasing projections are received and review the monthly rent roster and summary of recurring charges to ensure accuracy and integrity of information that is input.
- Ensure excellent tenant relations by providing excellent management service through knowledge, practice, exceptional customer service, and implementation of a customer relationship management plan.
- Ensure efficient operation of buildings including compliance with government regulations, achievement of maintenance/security/life safety standards and development of efficiency and cost effective operating improvements.
- Complete consistent and regular property inspections to ensure high standard of operation and appearance at all times.
- Tendering, selecting and supervising service contracts in accordance with the Cushman & Wakefield policies and procedures.
- Ensure the efficient maintenance and repair of properties.
- Maintain operating procedures for the properties ensuring legislative and regulatory requirements are adhered to and emergency response procedures are regularly updated, and the property operates in accordance with Cushman & Wakefield OH&S and Environmental policies.
- Oversee annual tenant surveys, ensuring distribution, follow up, planning and resolution to the satisfaction of the tenant.
- Other duties as required and assigned.

### **Qualifications:**

**Experience** - Minimum 3-5 years property management experience in commercial/industrial portfolios.

**Education** - Post secondary education in property management or BOMA/IREM designation (or equivalent experience) a strong benefit.

- Preference to post secondary in real estate and/or RPA or CPM designation. Real Estate agents license is required.

**Relationship/Leadership Skills** - Able to communicate effectively and professionally, both oral and written; able to develop and sustain cooperative working relationships with senior management, contractors, tenants and the public; able to partner with clients to meet client needs; self-motivated, professional and flexible; able to motivate, empower and coach/counsel staff in the achievement of performance goals.

**Organizational/Multi-Task Skills** - Able to allocate one's time effectively, work under pressure and manage tight deadlines; able to handle multiple demands and competing priorities, adapt to new ideas and constant changes; able to cope with changing client needs and deliver successful results within agreed upon timeframes; detail oriented

**Decision Making Skills** – Able to resolve problems using facts and sound reasoning; able to achieve goals using a strategic approach; proven innovation with a willingness to manage and adapt to change.

**Computer Skills** – Advanced knowledge of Word, Excel, Microsoft office, e-mail.

If you, or anyone that you know of, are interested in applying for this position, please forward your resume, quoting Job Opportunity Number 2019 - 15, no later than May 31<sup>st</sup>, 2019 to:

**Domenic Mazzocchi**  
**Director, Property Management**  
**Dome Tower**  
**333 7<sup>th</sup> Avenue, S. W.**  
**Suite 900**  
**Calgary AB T2P 2Z1**

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