

Job Posting

Title: Property Manager

Company: CJM Property Management

Location: Kingston, Ontario

Status: Full Time

PURPOSE

The Residential Property Manager is fully accountable for the day to day operations, overseeing and enhancing the value of the Residential Apartment Buildings in the CJM Property Management Ltd. Portfolio. The Residential Property Manager supports and supervises all on-site staff to encourage teamwork and a harmonious environment. This includes performance evaluations, hiring, orientation and training.

KEY RESPONSIBILITIES

Finance

- Maintain accurate records of all building transactions and submit them on timely basis (i.e. rent rolls, delinquency reports, move-in/move-outs, etc.), in coordination with the Property Management Administrative Assistant.
- Prepare annual budgets and income projections in a timely and accurate manner, in coordination with the Director, Property Management.
- Ensure that all rent deposits, rents, late fees, cheque charges and miscellaneous fees are collected, posted and deposited in a timely manner.

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Administrative

- Approve all tenant transfers, sublets, assignments and short-term leases.
- Update availability reports.
- Process applications for approvals. (i.e. credit check, rental history, etc.)
- Develop and revise all required paperwork and policies for site staff, with support from managers and co-workers in related departments.
- Compose leases and other move in documents and arrange for tenants to sign them and give them a copy.
- Coordinate move-ins, including ensuring apartment is ready to move-in on agreed date.
- Maintain current tenant files, in coordination with the Property Management Administrative Assistant.
- Monitor renewals and distribute and follow-up on renewal notices.
- Compose and distribute of all correspondence to tenants.
- Coordinate move-outs and related inspections and maintenance issues.

- Prepare and attend Landlord and Tenant Board hearings and compile the necessary paperwork, with support from the Director, Property Management.
- Arranging tenant repayment plans for rent arrears, subject to Director of Property Management's approval.
- Maintaining all statutorily required records
- Lead emergency team to ensure proper response and handling of all emergencies with staff, residents, buildings, etc. within company guidelines to minimize liabilities (i.e. criminal activity on building, employee/tenant injuries, fires, floods, freezes, etc.).

Leasing, Marketing and Advertising

- Ensure property is rented to its fullest capacity
- Greet prospects and discuss with them the criteria, and record important information about them
- Have prospects complete offer to lease and secure rent deposit
- Review and approve or decline new applications and follow up with the applicant about the status of their application
- Use marketing strategies to secure prospective tenants and fill vacancies
- Promote and show properties to prospective tenants
- Manage building specific waitlists
- Gather information about market conditions and market competition in the area
- Solicit advertisers for lobby TV displays, and negotiation and manage contracts with them
- Report monthly on turnover, vacancies, advertising schedule, budget, and overall effectiveness
- Evaluate whether leasing techniques are effective in obtaining closing.
- Prepare an advertising schedule, including budgets and report overall effectiveness on a quarterly basis.
- Continually monitor and analyze traffic logs, conversion ratios, budget guidelines, renewal information, marketing data, etc., to be able to give up-to-date and proper information when requested by others
- Work with web programmer for lobby TV displays, information and advertising

Tenant Retention

- Deal with tenant concerns and requests on timely basis to ensure tenant satisfaction with management
- Develop and/or implement tenant retention programs (i.e. tenant functions, special promotions, monthly newsletters, etc.)
- Ensure distribution of all company building-issued notices (i.e. bad weather, emergency, etc.).
- Consistently implement policies

Maintenance

- Maintain building appearance and ensure repairs are noted and completed on timely basis.
- Conduct regular building inspections and tours.
- Assure apartments are marketable and communicate any service-related needs to maintenance and make recommendations when needed.
- Ensure that all service requests are recorded and communicated appropriately to maintenance.
- Enforce the rules of occupancy.
- Managing all aspects of parking and towing.
- Monitor and evaluate responses to tenant requests for repairs.

- Monitor and evaluate the cleanliness of building complexes.
- Monitor and evaluate pest control.
- Assess damages for which tenants are responsible.

Employee Management

- Recruit, select and evaluate superintendents and assistant superintendents
- Work with Human Resources to train and retain qualified employees
- Tracks employee hours, vacation, sick days, etc.
- Supervise the activities of all staff reporting to this position
- Motivate and guide staff through feedback, direction, and support
- Ensure that all company policies are being followed by employees
- Resolve disputes with minimal need for escalation
- Provide support to staff to encourage teamwork and lead as an example in creating a harmonious environment.
- Administer disciplinary action and terminations when necessary, in coordination with the Director, Property Management and Human Resources.

Laws, Occupational Health and Safety, Codes, Policies and Procedures

- Comply with the Occupational Health and Safety Act and regulations and CJM's health and safety policies
- Take necessary steps to maintain fire safety, monitor and evaluate superintendents' and assistant superintendents' fire safety logs, snow removal logs and incident reports
- Report unsafe acts, hazardous or unhealthy conditions to management
- Ensure that unsafe conditions are corrected in a timely manner

Skills

- Proficient in Yardi Property Management software, internet search skills, Word and Excel
- Client services oriented
- Problem Solving
- Analytical skills
- Communication skills
- Team player
- Interpersonal skills

Education and Experience

- College diploma.
- Minimum three years' relevant experience.
- Certified Property Manager (CPM) designation a strong asset.
- Possess a valid Driver's license.
- Experience managing a large portfolio.
- Experience managing a team.
- Strong computer skills, including MS Office.
- Familiar with the Ontario Building Code and Ontario Fire Code.

- Strong knowledge of the Residential Tenancies Act.
- Familiar with the Human Rights Code, as it relates to housing and the duty to accommodate.

Core Values

In order to achieve success, the CJM Property Management Ltd. team must embrace certain core principles and values.

- We do the Right thing
- We are accountable
- We treat Everyone with Respect
- We are committed to Success

Working Conditions

- This position involves the risk of prolonged sitting and repetitive strain injuries.
- Travel between buildings and job sites required.

If you are interested in this opportunity, please forward your resume to employment@caraco.ca

CaraCo would like to thank all applicants, however only those who qualify for an interview will be contacted.

CaraCo is an equal opportunity employer.

CaraCo welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidate taking part in all aspects of the selection process.