



PROPERTY MANAGER

Organization Overview

Community Land Trust Group of Societies (CLT) is a non-profit, social purpose real estate developer whose purpose is to create, preserve and steward permanently affordable homes in diverse and mixed-income communities. The CLT is the social purpose real estate development arm of the Co-operative Housing Federation of BC (CHF BC) and we are responsible for growing the stock of permanently affordable homes so that low and middle income residents – including those who are marginalized and at-risk – can secure and sustain their homes, enrich our communities, & continue to build the collective social wealth. Learn more about our team, our exciting work and innovative partnerships at www.cltrust.ca

Overview of Responsibilities

The Property Manager is responsible for delivering excellent property management services to the growing diverse portfolio of CLT buildings.

Reporting to the Housing Operations Manager, the Property Manager works closely with the Maintenance Manager and Property Management Coordinator to ensure the overall performance of the assigned portfolio while policies, procedures and operations are executed to CLT standards.

The major responsibilities of this position include, but are not limited to:

- Review the work and reports of suppliers and contractors and evaluate the quality of work performed
- Monitor the performance of building service contracts to ensure that they are well advised and cost-effective
- Ensure efficient contract management; Research contractors, source key vendors for properties and obtain quotes, provide reasoned recommendations, manage approved service and supply contracts for ongoing asset maintenance and repairs, and implement approved purchasing and expense control protocols
- Authorize work and purchase orders to approved limits and within authority, and review and approve invoices and costs as needed
- Contract and supervise temporary or third-party personnel to ensure duties are effectively performed without disruption to regular operations
- Work in tandem with the Maintenance Manager to ensure that all members' and residents' work requests are addressed in timely manner
- Ensure necessary permits are obtained and inspections conducted on time

- Maintain the inventory of cleaning and maintenance supplies
- Work closely with the Maintenance Manager to ensure preventative maintenance is scheduled and completed
- Participate in the warranty walk-through for new buildings that are in the post-construction phase
- Conduct monthly (and as-needed) inspections and walk-through the properties in order to maintain high standards and anticipate, identify and resolve problems
- Conduct pre-move out unit inspections with the Property Management Coordinator and coordinate work relating to members move in/move out
- Collaborate with the Maintenance Manager to recognize and appropriately respond to emergency situations, including but not limited to assisting with the development of the after-hours response protocols and participating in the on-call after-hours emergency rotation
- Assist the Director of Operations in identifying financially underperforming properties in order to develop and implement methods for the property to achieve its potential
- Work with the Property Management Coordinator on improvement of CLT's filing system
- Train and provide technical assistance to the Property Management Coordinator on the company's software
- Prepare detailed Incident Reports related to accidents, altercations and damages to the property and/or other applicable incidents
- Submit insurance claims under the building(s) policy and ensure that insurance claims are properly tracked and filed
- Keep up to date on changes in general property management standards, new applications, and trends with a focus on innovation and improvement
- Other related responsibilities as required

Education and Experience

The successful candidate will have background in property management or the trades with a minimum of 3 years' experience and knowledge of best practices in property management.

Other Skills and Abilities

- Advanced skills with Microsoft Office Suite, Outlook, and property management software.
- Working knowledge of maintenance contracts, and related documents.
- An enthusiastic, positive energy directed towards carrying out a diverse range of responsibilities.
- Adaptability and capacity to positively meet the challenges and changes of a growing organization.
- Ability to prioritize, meet deadlines and work under pressure in a fast-paced environment.

- Customer service mindset that encompasses superior written and oral communication skills.

Working Conditions and Requirements

- The Property Manager is expected to effectively handle a large volume and variety of onsite duties across CLT's building portfolio. This position is primarily located onsite at one or multiple CLT buildings.
- Ability to travel within the Lower Mainland and province, with occasional out-of-province or overnight travel if required.
- Flexibility to work outside of the regular work week (i.e. holidays/evenings/weekends) when needed to meet operational needs. This includes being available for on-call building emergencies and after-hours emergency rotations.
- Access to a vehicle with a valid BC driver's license.
- Passing a Vulnerable Sector Check.

At CLT, we foster a work environment that is inclusive as well as diverse, where people can be themselves. Every perspective and lived experience is valued so that together, as a co-operative, our interactions with members and the public embodies respect and a sense of belonging.