



## **Manager, Property Management**

At Claridge Homes, we are dedicated to quality and craftsmanship without compromise. Located in Ottawa, ON, we pride ourselves on providing a healthy, diverse, and balanced work environment. Working with a team of over 250 Full time employees, top contractors and professionals we have built more than 8,000 Tarion certified homes, 4,000 condominiums and several retirement homes totaling 500 suites. We have grown to become Ottawa's largest land developer because each project we strive to provide maximum value and customer satisfaction.

The Manager of Property Management is responsible for administering and overseeing the operations of residential and commercial real estate facilities for Claridge Homes. The Manager implements, monitors and supervises all programs, contracts, contracted services, and staff related to the rental property management and maintenance operations. The Manager is responsible for directing and coaching site staff to ensure best practices are being followed so as to ensure highest occupancy levels. The Manager will be accountable for maximizing revenues, minimizing operating expenses and adhering to the annual budget while following all departmental policies and procedures.

### **Responsibilities include:**

- Oversee operations for maintenance team and Property Managers
- Manage escalated tenant issues and concerns
- Work with Property Managers and Maintenance team to address tenant concerns
- Oversee leasing including application approvals
- Create, refine and implement departmental policies and procedures
- Enforce timelines for rent increases and receivables notices as per policies and procedures
- Support Senior Maintenance Technician for service contracts and Preventative Maintenance Plans
- File eviction notices with the Landlord Tenant Board as well as attend hearings
- Visit sites on a regular basis to mentor Property Managers and monitor property upkeep
- Ensure properties are rented to fullest capacity utilizing marketing strategies to secure prospective residents
- Continually monitor and analyze the market conditions for rentals
- Work closely with the Senior Property Accountant to prepare yearly budgets for all properties
- Regularly monitor budgets for the Property Management department
- Ensure that there is 24-hour emergency coverage for all properties, both residential and commercial

### **Knowledge Skills and Abilities:**

- Completion of a post-secondary education in a related field
- A minimum of five (5) years of related experience
- Knowledge of best practices related to Leases and service contracts
- In depth knowledge of The Residential Tenancies Act.
- Experience dealing with the Landlord and Tenant Board



- In-depth property management knowledge including, but not limited to, building operations, customer service, occupational health and safety, environmental compliance.
- Demonstrated leadership skills
- Yardi experience would be an asset.
- Bilingualism (French/English) would be an asset.

Please send applications to: [HR@Claridgehomes.com](mailto:HR@Claridgehomes.com)

Claridge Homes is committed to being an Equal Opportunity Employer. Please advise in advance if you require any accommodation during the application or selection process. Any information you send us will be handled professionally, respectfully and in complete confidence.

While we thank all candidates for their interest, only those selected for further consideration will be contacted.

