



A Private Equity Real Estate Investment Firm focused on;  
Mortgage Banking, Real Estate Equity & Capital Market Investments

**Position Title: Residential, Property Management**

**Location:** Toronto, ON

**Job Opening:** 1

**Position Status:** Full-Time

**Closing Date:** 26-May-17

## **DIRECTOR OF RESIDENTIAL PROPERTY MANAGEMENT**

**Director – Residential, Property Management ('DRPM')** will be responsible for the financial performance and service levels for Firm Capital's portfolio of Residential properties. Working with a multi-faceted team including property-based community managers and staff, finance personnel and the in-house project management team, the DRPM will oversee and direct best practice property management operations and ensure the attainment of targeted financial performance with the COO, Real Estate.

In addition, the DRE will collaborate when required with our Acquisition team to execute Firm Capital's growth strategy in target markets.

### **Responsibilities**

- Prepare property budgets in collaboration with the real estate teams.
- Execute the operating plans to ensure the budgets and financial goals are met.
- Retain and develop a professional, competent and engaged property management team at each of the properties via appropriate mentoring, training and supervision.
- Maintain the necessary and requisite property and financial records at each property in a diligent manner.
- Oversee the leasing strategy and its execution to ensure that each property achieves its desired and target occupancy levels.
- Develop and oversee a property maintenance program at each site and ensure its proper and cost-effective execution.
- Ensure that each property maintains an engaged Tenant Relations program together with satisfaction surveys which consistently meet target levels.
- Develop and maintain an operations guide and procedures for the division with respect to positions and operating protocols with the COO, Real Estate.
- Ensure that each property is maintained to the highest safety standards.
- Ensure that all services provided and transactions conducted are performed based on the requisite regulations and the highest ethical standards.
- Develop and sustain a culture of proper service and performance within the residential team and the RE team.
- Manage and oversee all reporting, procedures and protocols on a monthly/quarterly/annual basis.

## Qualifications

- 5–8 years in Property Management with recent tenure in a leadership position
- Strategic understanding of the Canadian residential real estate market with strong customer and employee management skills
- A leadership style which is based on strong communication and passionately pursuing set objectives
- Clear evidence of good judgment, reasoning ability, problem solving skills and strategic thinking capabilities
- Skilled at establishing consensus and managing relationships
- Demonstrated ability to prioritize activities, develop plans and meet deadlines
- Demonstrated ability to manage multiple and complex operational and financial matters on a daily basis
- Proven experience with the administration and management of a multi-site portfolio
- Entrepreneurial by nature and results oriented with strong verbal and communication skills
- Demonstrated ability to read and interpret property financial statements
- Computer proficiency with MS Outlook and strong familiarity with day-day use of Property Management applications (Yardi Voyager preferred).

To apply for this position, please forward your resume to [wramos@firmcapital.com](mailto:wramos@firmcapital.com). We thank all candidates who apply for this opportunity but only those selected for an interview will be contacted.

## About Firm Capital Corporation

Firm Capital Corporation is a real estate private equity firm located in Toronto focused in the areas of mortgage banking, real estate investments and capital markets. Firm Capital Corporation's main public entities include Firm Capital Mortgage Investment Corporation (TSX: FC) and Firm Capital Property Trust (TSXV: FCD.UN). Please visit our website at [www.firmcapital.com](http://www.firmcapital.com) for further company details.