



A Private Equity Real Estate Investment Firm focused on;
Mortgage Banking, Real Estate Equity & Special Situation Investments

Position Title: General Manager, Residential Properties

Location: Toronto, ON

GENERAL MANAGER OF RESIDENTIAL PROPERTIES

General Manager – Residential Properties ('GMRP') will oversee property managers and be responsible for the financial performance and service levels for Firm Capital's portfolio of multi-residential properties. Reporting to the COO – Real Estate, the GMRP will work with a multi-faceted team including property-based community managers and staff, finance personnel and the in-house project management team. This role 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 GMRP will collaborate when required with our Acquisition team to execute Firm Capital's growth strategy in target markets.

Responsibilities

- Oversee Residential Property Managers including, but not limited to: providing support and direction to the residential property management team and their associated staff.
- 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.
- 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.
- 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.
- Monitoring the completion of all city work orders.
- Review and approve all purchase orders.

Qualifications

- 5–8 years in Residential 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).
- Willing to drive and travel within Ontario.

To apply for this position, please forward your resume to 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 Organization

The Firm Capital Organization ("Firm Capital"), through its various affiliates operates as a boutique private equity real estate firm with proprietary capital in partnership with various capital pools, partnerships, private and public equity funds, deploying capital opportunistically between debt and equity in the real estate private and public markets. Firm Capital Corporation's main public entities include Firm Capital Mortgage Investment Corporation (TSX: FC), Firm Capital Property Trust (TSXV: FCD.UN) and Firm Capital America Realty Partners Corp. (TSXV: FCA/FCA.U). Please visit our website at www.firmcapital.com for further additional details.