



A Real Estate Capital Bank

A Real Estate Capital Company Celebrating 30 years in 2018

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**Title:** Resident Manager / Superintendent

**Location:** Ottawa, ON

**Reports to:** Property Manager

**Job Type:** Permanent, full-time

**Who we are:**

As part of the Firm Capital Organization, an entrepreneurial organization with a bright talent pool, Firm Capital Property Management Corp. is the property manager for a portfolio of multi-residential and commercial properties comprised of retail, industrial, and office space across Canada and the United States. Please visit our website at [www.firmcapital.com](http://www.firmcapital.com) for further information.

**Position Overview:**

Looking to hire a live-in resident manager / building superintendent in the Ottawa area to oversee the administrative and onsite maintenance activities for a residential property. You will be working under the direction of the Property Manager. Living accommodations are included in the compensation package.

**What you need to succeed:**

- Experience in Residential Building Management or other related experience;
- Strong communication skills for relationship building and conflict resolution;
- Successful at working on own & managing teams of on-site staff, contractors, and vendors;
- Excellent organization, planning and time management skills;
- Computer proficiency with MS Office and experience with Yardi Voyager is preferred;
- High School Diploma or equivalent; and
- Able to communicate effectively in English.

## **Your new role**

- Ensure regular cleaning of common areas including sweeping, mopping, vacuuming, dusting and cleaning of all halls, air vents, light fixtures, emergency lights, fire extinguishers, landings, entrances, elevators, laundry room, and office area has been done by building staff;
- Prompt readiness of vacant apartments for showings or new tenants;
- Daily inspection of the building and outdoor grounds;
- Ensure all common areas including grounds and parking area are free from garbage and other disruptions from weather conditions;
- Oversee that all seasonal shoveling of all walkways, removal of ice in all areas utilized by tenants and driveway entrances;
- Regular maintenance including light repairs, such as electrical, painting, and minor plumbing;
- Regularly inspect fire equipment and ensure it is up-to-date with standard regulations;
- Ensure safety and security on the premise and be on-call for response to any after-hours emergencies;
- Provide customer service in response to all inquiries, feedback, complaints or concerns;
- Assist in renting out of apartments, application process, marketing vacancies and inquiries, and rent collection;
- Manage the timely order of P.O. requests;
- Responsible for ensuring all Property Management policies, procedures, and operations are conducted effectively;
- Assist Property Manager with all administrative duties as needed; and
- Perform other duties as assigned.

## **How to apply:**

Please forward your resume and reference the position you are applying to [careers@firmcapital.com](mailto:careers@firmcapital.com). Visit our website at [www.firmcapital.com](http://www.firmcapital.com) for further company details. We thank all candidates who apply for this opportunity but only those selected for an interview will be contacted.

If you are applying with a partner, both of you must submit a resume separately. Please list any professional certification you may have. If you do not currently live in Ottawa, please state if you are willing to relocate to Ottawa. Please include your phone number and email address on your resume.