



A Real Estate Capital Bank

A Real Estate Capital Company Celebrating 30 years in 2018

Title: Maintenance and Community
Manager

Location: Woodstock, ON

Job Type: Permanent, full-time

Reports to: Property Manager

Who we are:

Firm Capital Property Management Corp. is the property manager for multi-residential and commercial properties across Canada and the United States.

We are looking for a Maintenance and Community Manager to join our team on a full-time basis. You will live onsite and oversee and direct the day-to-day property management operations for one of our manufactured home communities in Woodstock, Ontario. We provide you with free onsite housing and utilities, as well as a great deal of latitude and independence in how you manage your community. If you like the idea of helping to build and maintain a community in which you live, and you have the qualifications and background we're looking for, we want to talk with you!

Position Overview:

As the Community and Maintenance Manager, you will have responsibility for the operational aspects and the continued profitability of your community and will serve as the day-to-day point of contact for residents. You will be in charge of everything from administrative activities, leasing and home sales, property maintenance, budgeting, resident relations, community enhancement, and other related property management duties. Ensuring a positive atmosphere and responsive service for the members of your community.

Community Manager Responsibilities:

- Ensure community is presentable, inviting, and adheres to the Company's curb appeal standards at all times
- Handle and resolve resident/customer service issues in a timely and professional manner

- Manage the rent collection process, including depositing income from home sites and filing to collect on delinquent debts
- Monitor and manage monthly operating budgets and prepare monthly reports on P&L variances
- Completes regular inspections of resident sites throughout the community
- Assist in preparation of special events and activities
- Follow safety procedures while performing duties
- Continuously provide strong customer service to prospective and current residents
- Other duties and projects as assigned

Maintenance Manager Responsibilities:

- All aspects of property maintenance – grass cutting, trimming, weeding, brush and leaf and debris removal
- Routine maintenance and minor repairs to property buildings, facilities and roads
- Assists with the selection of all contractual services as requested; monitors on-site contractors
- Assists in move-in procedures including resale inspection authorizations, commencement inventory checklists, lot modifications, and insurance of supervisory presence over contractors and at time of move-in
- Prioritizes and resolves community service requests, including maintaining records of types and frequency of service requests received
- Collaborates with the Community Manager to establish emergency maintenance on-call schedule
- Maintains inventory of equipment, tools, and supplies, including making purchases with approval and while adhering to budget guidelines
- Remove snow from community common areas
- Perform water testing and other maintenance duties related to a well-water system, sewer system, or on-site water meters, if applicable

Qualifications:

As a Community and Maintenance Manager, a vital part of your role is having a strong business mindset, strong organizational, time management and leadership skills

- Experience in a similar property management role
- Demonstrated knowledge of and broad experience in general maintenance techniques
- General knowledge of plumbing, electrical, and grounds maintenance
- Ability to work in a team environment and with minimal supervision
- Flexibility to respond to community needs during non-business hours
- Knowledge and ability to safely conduct basic maintenance around the property
- Strong problem-solving abilities, hard working, reliable, and focused on providing exceptional customer service
- Ability to live on-site within the community (housing provided)

How to apply:

Please forward your resume and reference the position you are applying for to careers@firmcapital.com. Visit our website at 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. Please state if you are willing to relocate to either location area. Please include your phone number and email address on your resume.