

# Firm Capital

A Real Estate Capital Bank

A Private Equity Real Estate Investment Firm focused on;  
Mortgage Banking, Real Estate Equity & Special Situation Investments  
Celebrated 30 years in 2018

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**Title:** General Manager, Residential  
Property Management

**Location:** Toronto, ON

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

**Reports to:** CEO & VP, Asset Management

## Who we are

An entrepreneurial organization with a long track record and a bright talent pool, the Firm Capital Organization is a real estate private equity firm focused on the areas of mortgage banking, real estate investments and special situation investments. Please visit our website at [www.firmcapital.com](http://www.firmcapital.com) for further information.

## Position

Within the Firm Capital Organization, Firm Capital Property Management Corp. is the property manager for a portfolio of multi-residential and commercial properties comprised of retail, industrial, and office across Canada. Firm Capital Property Management Corp. is looking for a *General Manager, Residential Property Management*. This position will oversee property managers and be responsible for the financial performance and service levels for Firm Capital's portfolio of residential properties. Working with a multi-faceted team, including, Asset Management, Marketing, property-based community managers and staff, finance personnel and the in-house project management team, the General Manager, Residential Property Management will oversee and direct best practice property management operations and ensure the attainment of targeted financial performance with the CEO and the VP of Asset Management. In addition, this position will collaborate when required with our Acquisition team to execute Firm Capital's growth strategy in target markets.

## **What you need to succeed**

- 3 – 5 years of relevant work experience in Residential Property Management with recent tenure in a management position;
- Strategic understanding of the Canadian residential real estate market with strong customer and employee management skills;
- A management style which is based on strong communication and passionately pursuing set objectives;
- Skilled at establishing consensus and managing relationships;
- Demonstrated ability to prioritize activities and meet deadlines in a fast-paced, entrepreneurial environment;
- Ability to think and work proactively, anticipating the needs of stakeholders;
- Demonstrated ability to manage operational and financial matters on a daily basis;
- Proven experience with the administration and management of a multi-site portfolio;
- Demonstrated ability to read and interpret property financial statements;
- Good working knowledge of MS Office Suite (Word, Excel, PowerPoint, Outlook) and strong familiarity with day-to-day use of Property Management applications (Yardi Voyager is required);
- Excellent organizational and time management skills;
- Experience with driving positive change management with the goal of delivering operational excellence focused on accountability, metrics and collaboration;
- Strong verbal and written communication skills;
- Must be fluent in English (written and oral);
- A positive and professional attitude; and
- Possess a valid Driver's License and willing to drive and travel within Ontario and other Provinces as required.
- Strong working knowledge and proficiency in Yardi Voyager, including maintenance, budgeting and other operational modules.

## **Your new role**

- 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 and renewal retention rates where applicable
- 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 organization;
- 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 real estate team;
- Manage and oversee reporting of operation metrics at set intervals;
- Monitoring the completion of all city work orders;
- Review and approve all purchase orders;
- Assist with and respond to queries from senior management; and
- Perform other duties as assigned.

### **What we offer you**

- Competitive salary
- Opportunity to advance your career as the company grows
- In-house Chef with weekly staff lunches
- Full kitchen with complimentary drinks and food
- Creative Social Committee that organizes team building events and weekly socials
- Free parking

### **How to apply**

Please forward your resume and cover letter via email to [careers@firmcapital.com](mailto:careers@firmcapital.com) and reference the position you are applying to in the subject line. 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.