



A Real Estate Capital Bank

A Private Equity Real Estate Investment Firm focused on;
Mortgage Banking, Real Estate Equity & Special Situation Investments
Celebrated 35 years in 2022

Title: Director, Commercial Property Management

Location: Toronto, ON

Job Type: Permanent, full-time

Reports to: President & COO, Real Estate Operations

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

- 5-8 years of relevant work experience in Commercial Property Management with recent tenure in a leadership position;
- Strategic understanding of the Canadian commercial 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 judgement, reasoning ability, problem solving skills and strategic thinking capabilities;
- 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 both senior management and the Board of Directors;
- 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;
- Demonstrated ability to read and interpret property financial statements;
- Advanced skills in MS Office Suite (Word, Excel, PowerPoint, Outlook) and strong familiarity with day-to-day use of Property Management applications (Yardi Voyager an asset);
- Excellent organizational and time management skills;
- 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 Licence and willing to drive and travel within Ontario.

Your new role

- Oversee Commercial Property Managers including, but not limited to providing support and direction to the commercial 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 CEO and COO;
- 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 commercial team and the real estate 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;
- Attend meetings in person with senior management and the Board of Directors' as needed;
- 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 who provides lunch for the executive management team.
- Full kitchen with complimentary drinks and food
- Free parking

How to apply

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