



**Manager, Residential Properties**  
Vancouver, BC

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**About Us**

Driven by a passion for detail and a tradition of excellence in design and architecture, Amacon is recognized as one of Canada's most influential real estate development and construction firms. With five decades of development and construction expertise, a precise level of design and craftsmanship is evident in all the homes and commercial developments that Amacon builds.

**Position Summary**

Amacon is looking for an organized, self-motivated, Manager, Residential Properties in the downtown Vancouver office. This position will be responsible for the management of a portfolio of residential rental properties within the Greater Vancouver Area, including the operation, physical condition, financial performance and leasing. This role will report to the Director, Residential Properties.

**Position Responsibilities**

**Financial**

- Prepare annual budgets and income projections and manage the implementation of budgets for Residential properties
- Complete monthly statements and reports (Identifies variances and communicates/provides narrative on current opportunities and challenges)
- Ensure emergency and safety procedures are established and communicated to minimize liabilities. (i.e. target hardening (minimize break-ins), community criminal activity, staff/resident injuries, fires, floods, etc.)
- Review approves/disputes invoices and codes for submission to accounting
- Monitor collection of AR and aid when necessary to ensure AR is current and necessary actions are taken to notify tenants of arrears, or any other defaults under the lease agreement
- Initiate, negotiate, and maintain service contracts (i.e. utilities, garbage collection, cleaning, security, and any other applicable services)

**Property Maintenance**

- Work closely with Building Services team to ensure the timely completion of all maintenance activities and adherence to preventative management programs and seasonal building maintenance
- Complete regular building audits to identify building/community deficiencies, tenant breaches and follows up
- Overall responsible for ensuring that renovations, preventative maintenance, and capital projects remain fiscally sound, affordable, and well-maintained, and that they feature a comprehensive tenant services component
- Work with Construction and Project Managers and trades to identify and complete new building deficiencies, Operations Manual, first year warranty work and inputs/revisions to approve list of Preferred Trades

# A M A C O N

## Leasing and Tenant Services

- Participate in formulating and administering company policies and developing long-range goals and objectives
- Work with the Director, Residential Properties and Residential Leasing Specialist on the implementation of marketing and leasing efforts
- Research, investigate, and analyze affordable rental industry trends and developments, and in accordance with these trends/developments, prepare forecasts, action plans and recommendations for the company
- Ensure that the Amacon team adheres to the legal obligations of Landlord as it pertains to tenant lease agreements, tenant rights as outlined by RTB and reviews and updates Residential Tenancy Agreement as required
- Able to travel to sites as needed

## Team Leadership and Development

- Manage and lead the development and performance of the Residential Managers
- Develop retention strategies and maintain strong relationships with tenants and vendors
- Key member of the management team, and assist other departments in the overall management of the owners' real estate investment portfolio
- Conduct regular team meetings to share information and provide training support as needed
- Conduct regular one-on-one meetings with staff to follow up on workload, current projects, review tenant and buildings issues and concerns)
- Assess problems and create and recommend multiple solutions
- Provide guidance and resources to develop staff to be empowered within their roles, the department, and the organization
- Create an inclusive work environment that focuses on supporting and coaching members of the Residential Team
- Assist with crisis management and conflict management
- Participate in special projects as required

## Experience & Qualifications

- **Education:** University degree or diploma in a relevant field
- **Experience:** 5+ years' experience in building operations and property management of residential properties, along with at least 2-3 years supervisory/management experience
  - **Asset:** experience in managing a multi-property portfolio with 150+ units
- Maintain Rental Property Management Services (BC) license through recertification program
- Have a good understanding and knowledge of general maintenance procedures, budgeting principles, HVAC/electrical/mechanical systems, and life-cycle costing and be able to work independently and take full ownership of responsibilities
- In-depth and working knowledge of the Residential Tenancy Act, Employment Standards, Fire Code and Occupational Health and Safety Act
- Demonstrate and verify strong ethical practices
- Excellent planning, prioritizing and project management skills, proven leadership, and mentoring abilities
- Able to use initiative and self-managing skills to work independently with minimal direction and respond effectively to issues that arise, with ability to think critically and act quickly on your feet

# A M A C O N

- Exceptional interpersonal and customer service skills with proven abilities to resolve conflict on various levels
- Familiar and comfortable working with leases and legal documentation
- Have an affinity towards numbers and a strong understanding of financial documents
- Demonstrate exceptional attention to detail and quality control
- Able to effectively collaborate with all levels of the business and develop/sustain cooperative working relationships with internal staff, vendors, and external contacts
- Have strong organizational and problem-solving skills
- Able to communicate effectively, both oral and written; ability to exercise confidentiality
- Able to allocate time effectively, work under pressure and manage tight deadlines; ability to handle multiple demands, competing priorities and adapt to new ideas and constant changes; analytical and detail oriented. Keen focus on producing accurate and high caliber work
- Advanced proficiency in spelling, punctuation, and grammar
- Must possess and maintain a valid driver's license and have access to a vehicle
- Able to work outside regular business hours if required including after-hours emergencies as required
- **Computer Skills:** Excellent knowledge of the Microsoft Office Suite. Knowledge of Yardi, DocuSign, RENTCafe or similar platforms would be an asset

## **Additional Information**

This full-time salaried position typically works 8:30 am - 5:00 pm in the office, Monday through Friday and is in downtown Vancouver. This role is required to travel to different building locations within the Greater Vancouver Area. Amacon is an equal opportunity employer who offers competitive compensation and benefits programs.

*We thank you for your interest in this position but only those who are short-listed for an interview will be contacted.*

Please apply through [amacon.com](https://amacon.com) via the link provided:

<https://amacon.bamboohr.com/careers/472?source=aWQ9MTQ%3D>