

Peterson

TITLE: Senior Property Manager
DIVISION/DEPARTMENT: Peterson Commercial
LOCATION: Vancouver, BC
REPORTS TO: Vice President, Property & Asset Management
DATE PREPARED: July 2026

POSITION PURPOSE The Senior Property Manager ensures consistent quality services for all tenants and stakeholders, provides guidance and leadership to team members and ensures the optimal performance and profitability of the revenue producing real estate properties.

KEY RESPONSIBILITIES

Building Operations

- Ensuring building(s) are well-maintained and operating in compliance with all applicable regulatory requirements on a cost-effective basis;
- Ensuring the image of the building consistently meets the expectations of the targeted tenants;
- Working with building technicians to assist tenants with maintenance and lease issues, including common area building upgrades, landlord work, tenant build outs or interior/exterior repairs;
- Managing vendor relationships with security, janitorial, landscaping and general contractors;
- Ensuring leasing strategies are implemented and working efficiently and effectively to maintain low vacancy;
- Assisting with development and amendment of rental policies and procedures, as required;
- Ensuring emergencies (both during work hours and after hours) are attended to at sites;
- Assisting with the execution of the operational and capital objectives and ensuring capital projects are completed on time and on budget as set out in the asset management plans; and
- Supporting and implementing ESG initiatives at the property level as set out by the ESG policy for the organization.

Tenant Services

- Providing superior customer service and dealing effectively and fairly with tenant requests/concerns on a timely basis, involving the Property Managers or Building Technicians as needed;
- conducting periodic surveys with tenants to collect information on key value indicators/preferences;
- Conducting onsite visits to properties to build rapport with tenants;
- Assisting in showings of the designated building(s) and conducting building tours when necessary; and
- Respectfully and capably represent the best interests of Peterson in all internal and external dealings.

Budgeting and Financials

- Managing operating costs, coordinating service contracts, ensuring work orders, renovations and capital projects are completed within budget and to satisfaction of client;
- Ensuring the timely preparation of financial statements and quality presentation of owner reports;
- Following up with the accounting department as needed to provide information regarding accounts payable, accounts receivable, financial statements;
- Preparing budgets, monitoring expenditures and costs to make informed decisions;
- Reviewing financials and preparing analysis for owners, reporting on variances or exceptions; and
- Overseeing the management of the property financials, including the collection of rent, the resolution of arrears, and the reporting of financials; and

Managerial Responsibilities

- Providing oversight and leadership to a team and managing the flow of work within the team;
 - Working with the team to establish and improve processes and procedures for optimum internal efficiencies and to govern how employees interact with tenants, owners and other departments;
 - Using Peterson's people management systems (recruitment, training, and development, communications, and performance management) to lead, manage and engage staff effectively and consistently to meet and plan for Peterson's current and future operational needs; and
 - Respectfully and capably represent the best interests of Peterson in all internal and external dealings.
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QUALIFICATIONS

1. Academic, technical and professional competence

- College diploma/certificate
- Strong proficiency with Microsoft Office
- Valid Rental Property Management License under the Real Estate Council of BC; and
- In depth knowledge of the *Real Estate Act*.

2. Work Experience and Job Skills

A demonstrated track record with 5 – 7 years' experience:

- Assisting in managing diverse commercial portfolios and delivering excellent service;
- Experience working with a mixed and diverse residential portfolio is an asset
- Responsibly managing financial budgets and reporting and analyzing on financial data;
- Building positive and professional relationships with a variety of people, being proactive, result-orientated and resourceful in work;
- Communicating clearly and concisely both in verbal and written communication;
- Applying knowledge and interpreting information from Lease and Management Agreements;
- Efficient and effective project management, demonstrating ability to meet deadlines while producing quality and accurate work;
- Providing direction, guidance and supervision to other team members when required; and
- Demonstrating maturity, confidence and tact, particularly when dealing with difficult issues or conflicts.

3. Personal Aptitudes

Demonstrates attributes consistent with Peterson's Core Values

Relationships: We value and care about our relationships and treat everyone with dignity, respect and trust.

Integrity: We keep our promises and hold ourselves personally accountable for delivering on our commitments, acting with honesty and fairness.

Entrepreneurship: We continuously seek opportunities and challenge ourselves to find better ways of creating value. We believe diverse approaches, opinions, and experiences contribute to better outcomes for our stakeholders

Gratitude: We are grateful for the opportunities we are given. We support initiatives that affect positive changes in our communities and value the skills, strengths and perspectives of our team.