

*Named as one of Canada's Best Managed Companies and Most Admired Corporate Cultures in Canada, Southwest has developed, constructed, owned and operated world-class properties for over 50 years. A leading developer of residential and commercial property and one of the largest privately-held owner of multi-family residential buildings in the Halifax region, Southwest's brand of quality and community involvement has made a major impact on the Atlantic Canadian real estate market. Southwest believes in going beyond the necessary to create inspiring environments by providing the best places to live, shop, work and play, creating lasting relationships with employees, customers and partners.*

Southwest is currently searching for a General Manager (GM) to join the team of our new and exciting, mixed use development of South Park consisting of approximately 500 residents living between Pavilion condominiums and Curve rentals. Overseeing the Operations Manager and reporting to the VP Real Estate Operations, the GM will be responsible for the overall financial and operational success of the South Park residence, while consistently providing the highest level of resident satisfaction. Regular duties will include (but not limited to):

- Anticipate resident needs, make recommendations and implement ideas for continual improvement of the performance of the property and resident satisfaction
- Recruit, lead, inspire and develop a team of highly customer service minded individuals
- Provide direct, onsite management of the Operations Manager and the concierge team
- Ensure all property rules are adhered to and provide follow up to staff and residents when issues arise, always providing polished written and verbal communications
- In collaboration with the VP, Real Estate Operations, and Operations Manager, develop and manage the annual operating budget and performance metrics that ensure targets are met or exceeded
- Plan and execute resident events in a highly professional manner
- In collaboration with Southwest's leasing and Concierge teams, assist and guide leasing activities at Curve
- Be committed to continual improvement and Southwest's overall strategic plan

As the successful candidate, you have an exceptional customer service acumen along with a professional and refined written and verbal communication style. You possess effective time management skills, can adapt to changing priorities and can work well under pressure to achieve quality results. You bring an enthusiasm for real estate and an entrepreneurial environment as well as five years of experience in the hospitality or high-end customer service field directing teams. A Post-Secondary diploma in Tourism Management would be considered an asset. A combination of the noted requirements will be considered and only those chosen for an interview will be contacted.

If you are interested in this exciting opportunity, please forward your resume and cover letter by **June 8<sup>th</sup>, 2020** to Amanda Denton: Southwest Properties Limited, 1475 Lower Water Street, Suite 100 Halifax NS, B3J 3Z2. **Email:** [amanda.denton@southwest.ca](mailto:amanda.denton@southwest.ca)