



RESIDENT MANAGER

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 55 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. **At Southwest we are always seeking the best and brightest stars in their field. From front line staff to senior management, we choose to employ the best in the industry!**

*Southwest Properties is currently seeking an outstanding individual or couple to fill the permanent full-time position of **Resident Manager** for our 5240 Green Street Building in Halifax.*

BENEFITS

- **Free Rent totaling \$15 708.00 Annually**
- Performance Based Bonus Eligibility - **\$1000.00**
- Annual compensation of **\$2435.00** covering costs of Comprehensive Extended, Health & Dental Benefits Coverage
- RRSP Plan Eligible – FT Employees over 6 months
- Monthly Transit Pass - 100% Reimbursement
- Employee Health & Wellness Incentive Program - \$300.00 Annual Reimbursement
- Education Reimbursement Program
- Resident Referral Program – Cash Incentives
- Service Awards
- Social Staff Events
- Antivirus Incentive Program - \$50.00 Annual Reimbursement
- Charitable Donation Matching Program - \$1000.00 Annually + 1 Day off to Volunteer

JOB DUTIES

General Building Maintenance

- Responsible for the general cleanliness of building, including: Laundry rooms, machines and floors.
- Common areas (lobby, halls, shared balconies, etc.) – vacuum/sweep, mop floors, clean marks on walls, windows and mirrors, clean intercom buttons, railings and door handles, empty garbage bins etc.
- Outdoor area and parking garage – pick up garbage, clean out “butt boxes”.
- Storage and office areas and mechanical rooms such as furnace, oil tank rooms, etc.
- Cleaning of vacated apartments to company standards - Clean bathrooms, kitchens, living bedroom areas, windows and walls as required.
- Vacuum radiators and exhaust fans
- Snow and ice control/landscaping

- Ensure snow is removed promptly from entrances, stairs and walkways; document for insurance purposes.
- Salt appropriate common areas and sidewalks; document for insurance purposes.
- Removal of leaves.
- Regular mowing, and general landscaping (e.g. watering plants).
- Maintain general upkeep of building facilities, including all common and storage areas as well as mechanical, electrical and sprinkler rooms.
- Minor repairs/maintenance to equipment including, appliances, plumbing fixtures, light bulbs in common areas, fire extinguishers, alarm panels, window screens, and doors.
- Completion of a Request for Service on-line form when a major repair is required, and ensure the work is completed in a timely manner.
- Carry out equipment inspections on a timely basis in order for deficiencies to be addressed promptly.
- Maintain daily and monthly logs, as required by the Fire Marshall. Keep on-site in the Fire Log Binder.
- Monitor general contractors when on site to ensure work is complete, and all necessary safety precautions are taken.
- Seasonal decorating as needed.

Resident Services

- First line of contact for residents of assigned building including new resident orientations so they are aware of the building layout and procedures (garbage room, in-house rules, etc.).
- Deliver all resident notices forwarded by the office (e.g. rent increases, eviction notices, apartment maintenance and repair work).
- Schedule and execute apartment viewings to potential residents, offering application forms and in some cases returning completed forms to office.
- Ensure suites are in "move in" condition.
- Conduct In and Out Inspections on all turnover suites, and produce appropriate documentation to the office
- Conduct a thorough inspection of apartments with residents in order to formally review the state of the premises upon move-in.
- Book out-inspection appointments with residents,
- Conduct thorough out-inspections of apartments and identify cleaning or damages on the inspection form for which residents should be charged.
- Respond to resident requests (service and other), complaints and feedback. Work with residents to resolve complaints in a way that is fair to all concerned parties.
- Inform residents on how to complete On-Line Request for Service.
- Verify each request and provide comments as needed.
- Liaise with Residential Leasing Manager regarding unresolved complaints.
- Monitor and rent any applicable parking spots, including visitor parking.

Administration

- Maintain up-to-date and accurate resident and operations files.
- Regularly liaise with office staff, and ensure all paperwork is completed in a timely manner to maintain smooth operations.
- Maintain general inventory of building supplies such as, cleaning supplies, lightbulbs, plumbing supplies
- Completion of annual suite assessments.

HOURS OF WORK

Evening and Weekend coverage only

EXPERIENCE & SKILLS

- Knowledge of building systems
- Ability to perform assigned duties with minimal supervision
- Ability to perform with tact and professionalism in a fast-paced, ever changing environment
- Ability to quickly and effectively identify problems and implement or recommend solutions
- A high energy team player

- Strong initiative, multi-tasking and organizational skills
- Sound knowledge of effective and efficient administrative procedures and techniques
- Ability to interact effectively with all employees and the general public
- Proven ability to plan, organize and prioritize work
- Exceptional customer service and sales skills
- Excellent time management skills

COMMITMENT TO DE&I

Southwest Properties is committed to attracting and retaining a diverse team, who values your experiences, perspectives and unique identity. We are committed to creating and maintaining an environment that is inclusive, equitable and welcoming.

HOW TO APPLY

If you are interested in this exciting opportunity, please forward your resume and cover letter to our Human Resources Team: Southwest Properties Limited, 1475 Lower Water Street, Suite 100 Halifax NS, B3J 3Z2. resume@southwest.ca Thank you for your interest in Southwest Properties. Only those chosen for an interview will be contacted.

We are a team of individuals who get joy from bringing joy to others