

# Resident Services Manager



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## Benefits

- Performance Based Bonus Eligibility
- Comprehensive Extended, Health & Dental Benefits
- RRSP Plan
- Monthly Transit Pass - 100% Reimbursement
- Employee Health & Wellness Incentive Program  
\$300.00 Annual Reimbursement
- Education Reimbursement Program
- Flexible Work Schedules
- Employee Discount Program – 10% off Southwest Properties Lease
- Resident Referral Program – Cash Incentives
- Service Awards
- Social Staff Events
- Home Computer Antivirus Incentive Program  
\$50.00 Annual Reimbursement
- Charitable Donation Matching Program - \$1000.00 Annually + 1 Day off to Volunteer

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## Working at Southwest

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. 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!

We are currently seeking an outstanding individual to fill the position of **Resident Services Manager**.

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## Job

We are looking for a **Resident Services Manager** who is responsible for providing the highest level of Resident Services to our residents and on site general supervision of the Maintenance, Concierge, and Housekeeping teams.

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## Duties and Responsibilities

The Resident Services Manager reports directly to the Property Manager, who assigns work, provides guidance, and offers assistance to work duties.

## Management

- Lead the Concierge and Housekeeping teams, including facilitating quarterly Chat Sessions and performance management conversations
- Collaborate with the Property Manager on year-end performance appraisals
- Create and maintain the Concierge and Housekeeping schedules, adjusting where necessary due to sick and vacation calls
- Assign daily duties to the Housekeeping and Concierge staff
- Efficiently prioritize and organize the cleaning, painting, and maintenance of suites and common areas
- Develop and maintain up-to-date knowledge of the correct use of all cleaning supplies and equipment available to carry out cleaning assignments
- Assist in the documentation and maintenance of building processes and checklists
- Conduct regular quality control checks; ensure rules are followed
- Assist with the recruitment and training of new members of the Housekeeping and Concierge teams
- Conduct regular performance management (check in's, discipline, annual reviews) for Housekeeping and Concierge teams
- Ensure cleaning equipment throughout the complex is maintain and utilized correctly to comply with safety standards and minimize damage

## Operations

- Cover concierge shifts when employees are absent
- Regularly read concierge logs and action any appropriate items
- Maintain a high quality of service with regards to housekeeping and concierge duties
- Regularly walk through the entire complex (internal and external) – minimum 2x per shift
- Occasionally liaise with outside contractors
- Ensure the proper ordering of all required housekeeping supplies
- Ensure key swipes and remotes are ready for any upcoming move-ins
- Maintain an active membership in the Joint Occupational Health and Safety Committee
- Monitor the duty progress worksheet daily to ensure that standards of productivity, and quality of completed tasks and understood and maintained
- Maintain schedule for Guest Suite bookings, ensure the suite is ready
- Ensure the security of the building is always priority
- Other building duties as assigned by the Property Manager

## Customer Service (Internal and External)

- Regularly meet with members of the team to provide and receive updates to ensure open communication
- Ensure proper follow-up on maintenance, housekeeping, and concierge requests
- Ensure all vacant suites are available and ready for potential viewings
- Professionally respond to resident and employee requests and complaints; troubleshoot any issues
- Occasionally offer assistance to residents in regard to feeding pets, placing mail in suits, etc., while residents are away

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## Position Details

**Hours of Work:** Full-time day hours Monday to Friday. Occasional concierge coverage and after-hours shifts will be required. Occasional after-hours calls by concierge for any emergencies.

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**Work Location:** 1475, 1477, and 1479 Lower Water Street; Concierge desk around property

**Position Requirements:** Criminal Records Check Completion

**General Workplace Conditions:** Concierge desk in residential property, residents and visitors in work space

**Physical/Mental Demands:** Occasional heavy lifting, tight deadlines, and repetitive movements

**External Factors/Health and Safety:** Heights, cleaning chemicals, weather

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## Training & Experience

**Minimum Training Required:** High school education; diploma in hospitality is considered an asset

**Minimum Experience Required:** 3-4 years in a similar role to be proficient; service industry; security

**Special Skills/Training Required:** Customer service training; WHMIS; First Aid; Supervisory Training

**Proficiency (on the job):** Can take up to 6 months to be proficient in this role

**Knowledge and Skills Required:**

- Strong supervisory ability
  - Ability to perform with tact and professionalism in a fast-paced, ever-changing environment
  - Exceptional customer service and interpersonal skills
  - Strong written and oral communication skills
  - Ability to interact effectively with all employees and the public, and cross-cultural boundaries
  - Proven ability to plan, organize, and prioritize work
  - Strong attention to detail with a high level of quality
  - Proficient computer skills in Microsoft Office (Word, Outlook, PowerPoint, and Excel)
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## 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.

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## 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](mailto:resume@southwest.ca)  
Thank you for your interest in Southwest Properties. Only those chosen for an interview will be contacted. *We are a team*

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