

Property Administrator



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

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 **Property Administrator**.

Job

We are looking for a **Property Administrator** who will be responsible for maintaining Southwest's buildings to the highest standards, increasing profitability and improving operating efficiency. If you are organized, have superior time management skills, and are passionate about providing exceptional customer service, we want to hear from you!

Duties and Responsibilities

The Property Administrator is responsible for a group of properties within Southwest's Real Estate portfolio, performing full-scope administration duties as well as troubleshooting resident concerns and requests.

Administration

- Responsible for the daily completion of Request for Service (RFS) forms, tracking all work orders through to completion and ensuring work has been done in accordance with Southwest's standards.
- Process Turnover Checklists monthly.
- Act as the liaison between external contractors and residents, coordinating all contracted work.
- Assign, track, and close purchase orders for work assigned to outside contractors. Provide pricing statements to Accounting department.
- Distribute Annual Apartment Assessment Forms to Managers and assign deadlines for completion. Track completion of assessments, evaluate findings, assign work orders appropriately, and follow up where required.
- Process and evaluate material requests – source and order materials from appropriate suppliers, ensuring the best price (e.g., paint, cleaning supplies).
- Ensure correspondence and records are maintained and uploaded to appropriate internal systems (e.g., snow and ice removal records, HVAC checklists, inventory checklists).
- Ensure resident and contractor information is accurate and up to date in internal databases.
- Manage the programming and tracking of all key swipes for the buildings.
- Maintain resident insurance records.
- Update Condo Café and assist with writing newsletters for the condo corporation.
- Complete estoppels for sale of condominium property.
- Attend Condo Board meetings and take accurate minutes.
- Oversee Guest Suite rentals and payments.

Supervision

- Monitor and ensure assigned work is completed by maintenance staff and external contractors.
- Work closely with property staff to ensure daily property inspections are completed.
- Assist property staff in filling Concierge shifts with casual employees when needed.

Customer Service (Internal and External)

- Correspond with residents regarding tenant insurance, service memos, newsletters, etc.
- Respond to communication from residents. Troubleshoot and investigate issues that arise, liaising with internal contacts to determine the best course of action to ensure customer satisfaction.
- Provide support to Managers and maintenance to ensure matters are handled in a safe and satisfactory manner for all parties involved.
- Offer support to other Property Administrators in their absence.
- Provide occasional reception relief if required.

Position Details

Hours of Work: Full-time day hours Monday to Friday.

Work Location: 1475 Lower Water Street.

Position Requirements: Criminal Records Check Completion

General Workplace Conditions: Office setting.

Physical/Mental Demands: Tight deadlines, repetitive movements.

Training & Experience

Minimum Training Required: High school education. Office Administration certificate is considered an asset.

Minimum Experience Required: 2-3 years in a similar role to be proficient.

Special Skills/Training Required: Administrative training; customer service training.

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

Knowledge and Skills Required:

- Strong written and verbal communication skills.
 - Effective relationship building skills. Ability to develop and sustain cooperative working relationships.
 - Effective conflict-resolution skills.
 - Ability to exercise confidentiality.
 - Strong time management skills – ability to manage tight deadlines and work under pressure while achieving quality results.
 - High degree of integrity and honesty.
 - Ability to perform assigned duties with minimal supervision.
 - Strong attention to detail with a high level of quality.
 - Sound knowledge of effective and efficient administrative procedures and techniques.
 - Ability to maintain a professional distance with residents, contractors, and suppliers.
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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.

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.
