

**Position:** Property Administrator (GTA Commercial Portfolio)

**Reports to:** Senior Property Manager

Head Office location in Toronto at 351 King East and reporting to the Sr. Property Manager, the Property Administrator is responsible to provide support for all aspects of day-to-day administrative activities for the portfolio(s).

## **Administrative Responsibilities**

- Cash receipts and data entry, including cheques and electronic fund transfer recording, daily bank deposits, and security deposit application
- Manage Accounts Receivable Functions, including administration of tenant accounts, tenant charge-back processing, and collections of outstanding arrears. Monitor accounts receivable and bring any account receivable concerns to the attention of the Sr. Property Manager
- Assist with preparation and distribution of annual and monthly recurring billings and year end billings
- Assist with preparation of annual budget and year-end accruals as directed by the Sr. Property Manager
- Accounts Payable Functions, including circulation and administration of operating cost tracking system, accurate cost coding, timely vendor invoice. Provide record keeping of accounts payable electronically files in shared data drive, accordingly to property/tenant file
- Prepare and issue Purchase Orders to vendor for GTA portfolio, as required by Sr. Property Manager or Sr. Operation Manager
- Liaise with tenant, vendor and accounting group regarding accounts receivable/payable matters in a professional, courteous and efficient manner
- Organization and maintenance of tenant electronic and hard copy filing system
- Complete understanding and adherence to the Environmental Policy, the Code of Conduct, the Privacy Policy and other policies and procedures relevant to the position as prescribed from time to time
- Other duties as directed by the Assistant Property Manager

## **Tenant Services Responsibilities**

- Effectively handle customer/tenant complaints and inquires as much as possible following established guidelines/procedures/policies; ensure information forwarded to the appropriate staff member/manager for any required follow-up
- Obtain/maintain all records on tenant insurance certificates, accounting and emergency contacts
- Assist with/maintain tenant relationships on an ongoing basis to forego, where possible, development of serious landlord/tenant issues
- Assist with company initiatives administration, including Building Engines, seasonal events and desk drops, holiday décor, etc
- Tenant communications through bulletins, posters, Captivate advertising and portal
- Other duties as directed by the Sr. Property Manager

### **Skills & Qualifications:**

- Minimum of 2 years of Property Management and Administration experience; strong preference given to real estate industry experience
- Education from a recognized institution in a relevant field
- Ability to think strategically
- Superb verbal and written communication skills; able to communicate formally and informally
- Dynamic, outgoing and positive personality that is complimented by an approachable and collaborative disposition
- Possesses a desire to excel, learn and adapt to changing objectives and structures; able to respond positively to varying feedbacks
- Patient and empathetic with a keen ability to analyze various situations and respond accordingly in a time-sensitive manner
- Hands on approach that is supported by strong attention to detail; ability to understand and explain tenant lease clauses, budgets, service contracts and co-ownership agreements an asset
- Proficiency in Word, Excel, PowerPoint and Outlook; familiarity with Yardi Voyager an asset
- Desire to learn, take on additional responsibilities and progress