



# Property Manager – Ottawa

We are seeking a Property Manager to join our dynamic team to manage a portfolio of commercial buildings located in Ottawa (currently 850,000 sf). This position is based in our Ottawa office at #206, 111 Colonnade Rd, Nepean.

## Your Responsibilities:

### Tenant Relations/Communications:

- Act as the primary point-of-contact for the tenants in all matters; the ideal candidate will also act as liaison between the tenants and management.
- Foster positive tenant contact and enhance tenant/landlord relationships by ensuring communication of matters is consistent, ongoing, and on a regular basis, all in a professional and courteous manner.
- Ensure tenants are aware of and understand their obligations under their lease.
- Ensure that all team members are aware of any tenant activities including tenancy changes, disputes, concerns, repairs, etc., and that any such communications between the Tenant and Property Manager are remedied in a timely manner.

### Property Operations:

- Responsible for all matters relating to the physical aspects of the property, tenant requirements, operating costs, contract negotiation, administration, and project supervision relating to operations. This requires a high level of organization and the ability to prioritize workload.
- Maintain and upkeep properties by managing trades and service providers (seasonal or otherwise).
- A working knowledge of main building systems is an asset.
- Regular site visits are required, ensuring properties are managed to a standard that meets or exceeds what is required.
- Work closely with the Building Operators and Operations Manager

### Leasing:

- Work closely with the leasing team to ensure that properties and any vacant areas within each property are maintained to the highest level of standard, suitable for marketing to prospective tenants
- Assist and coordinate services as required for Tenant Improvements and Landlord's Work

### Financial, Budgeting and Reporting:

- Planning, budgeting, and reporting of the properties providing a complete review of all activities related to the property. This includes but is not limited to the following:
- Prepare quarterly and budget reports which will include variance analysis, financial, accounts receivables and operational summaries, including major repairs and renovations.
- Reports must be completed within the specified timelines.

- Yardi experience is an asset; working knowledge with other accounting software systems a requirement.
- Approve and accurately code supplier and contractor invoices.
- Verify all tenant invoices produced by the Accounting Department are accurate and distribute to tenants accordingly.
- Ensure all tenant invoices and arrears are collected promptly.

## Requirements:

- 10 + years of progressive property management experience within the commercial real estate industry, ideally with a mix of office, retail and industrial and working on behalf of a 3rd party manager with a client focus
- Bachelor's degree is preferred
- Financial/accounting/business acumen a requirement
- Must be self-motivated, possess strong people management skills and promote positive working relationships
- You are curious, have the desire to learn and grow career-wise
- Customer service focused, detail and deadline oriented and a team player
- Must have a positive "can do" attitude and are willing to exceed expectations to produce quality work
- Demonstrated ability to explore, articulate & implement progressive technological, operational and process driven efficiencies
- Demonstrated strong technical competence in Microsoft Office applications including Word, PowerPoint, and Excel; practical use of Yardi is an asset
- Vehicle a requirement

## About Epic Investment Services

Epic is a fully integrated real estate management platform providing asset, investment, and property management services to institutional, wealth managers and high-net worth investors. Headquartered in Toronto, Canada, Epic has over \$13 billion in assets under management across Canada and the U.S. comprised of 22 million square feet of office, retail, industrial and multi-family residential properties.

## How to Apply:

Qualified applicants may e-mail their cover letter and current resume to [careers@epicinvestmentservices.com](mailto:careers@epicinvestmentservices.com) indicating "**Property Manager – Ottawa**" in the subject line.

Epic Investment Services is committed to diversity, equity, inclusion, and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to ethnicity, age, religion, race, gender identity, physical ability, or sexual orientation, or any other elements protected by law. Epic Investment Services is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment. For all internal and external applicants who require accommodation in the recruitment and selection process, please contact [akumbaro@epicinvestmentservices.com](mailto:akumbaro@epicinvestmentservices.com) for assistance/support.

We sincerely appreciate the interest of all applicants, however only those selected for an interview will be contacted. **No telephone calls or Agencies please.**

**Visit our website at [www.epicinvestmentservices.com](http://www.epicinvestmentservices.com) for further company details**