Property Administrator - Vancouver

About Epic Investment Services

At Epic Investment Services, we're shaping meaningful careers in real estate by creating opportunities for growth, innovation, and development. Our EPIC values - Execute, Partner, Initiate, Challenge - guide how we collaborate, innovate, and support each other and our clients. Through our "Always On" promise, we think like owners, act with accountability, and care deeply about the communities we serve.

When you join Epic, you're empowered to do the best work of your career in a culture that truly invests in you. We lead with a people-first mindset: one that celebrates wins, supports growth, and encourages every team member to bring their full potential to the table. Recognized as a Certified Great Place to Work® for two consecutive years, we're cultivating an environment where excellence is supported and contributions are valued. We take a home-grown approach to career development, investing in our people through comprehensive benefits, continuous learning, and opportunities that open doors to new responsibilities and leadership paths.

Epic is a fully integrated real estate management platform, where we deliver asset, investment, and property management services to institutional investors, wealth managers, and high-net-worth clients across North America. Headquartered in Toronto, Epic manages over $14 billion in assets across Canada and the U.S., encompassing more than 26 million square feet of office, retail, industrial, and multi-family residential properties. As we continue to grow, so do the opportunities for our people—come build what's next with Epic.

About the Role

The Property Administrator is responsible for the day-to-day accounts receivable, accounts payable accounting system inputs, timely tenant rental collection, tenant insurance documentation, tenant account reconciliations, bank deposits, general inquiries involving lease administration issues and related administrative functions. Involved with and assist in budget preparation and monthly and quarterly reporting processes.

Your Responsibilities:

Property Administration:

- Input new accounting/lease administration data in a timely manner for new tenants & renewals, prepare lease abstracts and completion of any adjustments as required
- Review and print related monthly and quarterly reports (rent rolls, accounts receivable, rent-up, accounting reports) and provide Property Manager with any changes to the rent roll or other reports as requested
- Primary point of contact for any billing and/or collection issues
- Ensure the tenant insurance certificates are on hand as each tenant insurance renewal date arrives
- Prepare cheque requisitions for tenant allowances, lease commissions, etc.
- Track and maintain tenant insurance certificates
- Respond to general day-to-day inquiries and concerns from tenants
- Organize and maintain complete tenant and building related files

- Maintain filing systems for contracts, insurance certificate, tenant information, and other documentation
- Assist Property Manager with obtaining supplier, contractor quotations and assist with contract administration.

Accounts Payable/Receivable:

- Process invoices for necessary review and approval in a timely basis
- Review and allocate accurate codes to all invoices
- Prepare cheque requisitions for tenant allowance, etc.
- Review rent rolls for accuracy
- Process bank deposits and reconciliation; take deposits to bank as required
- Accounting system entries and procedures (tenant charge backs, adjustments, etc.)
- Contact tenants to ensure timely collection of receivables
- Enroll tenants in PAD and EFT programs
- Prepare monthly A/R report for internal and external reporting
- Reconcile accounts and advise tenants of any outstanding amounts in a timely basis
- Administer tenant charge backs
- Liaise with Property Manager on delinquent accounts
- Respond to tenant inquiries about pre-bill or year-end calculations

Budget and Monthly/Quarterly Reporting:

- Assist in the preparation of annual budgets and reporting books (monthly and quarterly as required)
- Assist in preparation of annual operating cost pre-bill calculation and year-end reconciliations
- Prepare and update monthly and year-end accruals

Requirements:

- 3-5 years' experience in office and/or property administration ideally in Property Management
- Experience with Yardi Voyager, setting up lease, charges and cash applications
- Experience in commercial real estate, lease review, information and billing set, inputting information into Yardi and other IT systems.
- Must have a positive "can do" and "willing to pitch-in" attitude
- Must be self-motivated, and can work both independently and as part of a team
- Outstanding written/verbal communication and interpersonal abilities.
- Excellent practical knowledge of MS Office 365 applications (Outlook, Word, Excel, PowerPoint, MS Teams)
- Digital and paper filing
- Organized with the ability to prioritize and multi-task.
- Reliable with patience and professionalism.
- Ability to work with diversity and multi-disciplinary teams.
- Detail-oriented and efficient

- Explore, articulate & implement process driven efficiencies
- Willing to exceed expectations to produce quality work
- Experience with Yardi Voyager is an asset

Expected Compensation Range:

The expected annual base salary range for this position is $60,000– $75,000 CAD. The actual salary offered will depend on a variety of factors, including the candidate's experience, education, skills, and market conditions, while ensuring internal equity. In addition to base salary, Epic offers a competitive total rewards package that may include discretionary performance-based incentives, comprehensive extended group benefits, retirement savings programs, and paid time off.

How to Apply:

Qualified applicants may e-mail their cover letter and current resume to careers@epicis.com indicating **"Property Administrator – Vancouver"** 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 accessibility.request@epicis.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 for further company details