

Collections and Receivables Specialist

Who We Are

Located in Vancouver, Cressey Development Group is a leading real estate firm established over 55 years ago. Cressey has evolved into a large size development and property management company that does more than construct buildings. We create communities – the kind of desirable places that people are proud to own, proud to live in, and proud to call home.

Job Overview

We are seeking a Collections and Receivables Specialist to manage and collect outstanding payments from residential and commercial tenants, including both current and past tenants. This role will work closely with the finance and property management teams to reduce delinquencies while maintaining strong tenant relationships. The ideal candidate will have strong negotiation skills, experience handling difficult conversations professionally, excellent customer service skills both written and verbal, and a background in accounts receivable, collections, or property management finance.

Key Responsibilities

Tenant Collections Management:

- Monitor and manage delinquent accounts for both residential and commercial tenants, including both current and past due balances.
- Initiate contact with tenants via phone, email, and written correspondence to recover outstanding payments.
- Negotiate and establish payment plans and settlements following company policies.
- Oversee third-party collection agencies – conduct monthly check-ins, track progress, and escalate issues as needed.
- Ensure monetary orders and small claims processes are followed for legal enforcement of overdue balances.
- Maintain detailed records of all collection efforts and provide status updates to management.

Financial & Accounting Support:

- Work closely with the accounting, finance and operations team to reconcile tenant accounts.
- Prepare and send statements of account, late notices, and legal notices as required.
- Assist in processing payments, adjustments, and credits to ensure accurate financial records.
- Coordinate with property management team to escalate accounts requiring legal action or eviction.

Customer Service & Tenant Relations:

- Provide exceptional customer service while handling sensitive tenant inquiries regarding balances.
- Educate tenants on payment policies and financial obligations under their lease agreements.
- Collaborate with property managers and leasing teams to resolve disputes and maintain positive tenant relationships.



Reporting & Compliance:

- Generate and analyze aging reports and collection metrics for management review.
- Ensure compliance with all relevant laws and regulations regarding collections and tenant rights.
- Support the team in process improvements and best practices to enhance collection efficiency.

Skills and Qualifications

- 2+ years of experience in collections, accounts receivable, or property management finance
- 3+ years of customer service experience
- Knowledge of tenancy/lease agreements, rental regulations, and collection best practices is considered an asset.
- Proficiency in Microsoft Excel and property management software (e.g., Yardi)
- Excellent verbal and written communication skills.
- Strong negotiation, problem-solving, and organizational skills.
- Ability to handle difficult conversations diplomatically and professionally.

Interested in joining our team? Please send us an email at careers@cressey.com, including your resume, a brief introduction of yourself, and what area you are willing and available to work. We review candidates promptly and will be in touch if your experience aligns with the role.

We look forward to connecting with you!