

## **Building Operations Manager**

### **The Company**

Located in Vancouver, Cressey Development Group is a leading real estate firm established over 55 years ago. Over this time, Cressey has evolved into a full cycle development, construction 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 looking for an experienced and dynamic individual to help oversee the operations of our regional portfolio in Fort McMurray, Alberta, that includes purpose-built rental communities. This role is ideal for someone with strong leadership skills, a passion for tenant relations, and a proven track record in property management. The successful candidate will be responsible for ensuring the efficient operation, maintenance, and overall functionality of the properties in the Alberta portfolio.

### **Key Responsibilities**

#### **Property Portfolio Management:**

- Manage the daily operations of a diverse portfolio of residential properties.
- Ensure properties operate efficiently and meet financial and operational goals, with a strong emphasis on delivering exceptional tenant experience.
- Help oversee tenant relations, including lease negotiations, renewals, and resolutions of issues, aiming to maintain high occupancy and retention rates.
- Monitor rent collection, manage property budgets, and ensure alignment with financial targets.

#### **Operational Excellence & Compliance:**

- Ensure all properties comply with local regulations, including the Residential Tenancy Act of Alberta.
- Implement preventative maintenance plans for building systems (HVAC, plumbing, electrical) to avoid major issues.
- Help manage third-party vendors for maintenance and repair services, ensuring contracts meet quality and cost standards.

#### **New Property Onboarding:**

- Work with development and construction teams to ensure smooth transitions from construction to operational management.
- Establish standardized processes for tenant onboarding, maintenance, and property management systems.

#### **Facility Management & Mobile Maintenance:**

- Supervise the mobile facility/maintenance team to maintain the physical condition of properties and ensure systems run efficiently.
- Help implement preventative maintenance programs to reduce costs and extend the life of building systems.

- Manage relationships with third-party service providers and vendors to ensure high-quality, cost-effective service.

**After-hours and Emergency Response:**

- Be available to handle after-hours emergencies, ensuring a swift response to minimize disruption and ensure tenant safety.
- Oversee a reliable communication system for emergencies to maintain property and tenant security.
- Work closely with maintenance and facility teams to address emergencies efficiently and keep properties operational.

**Skills and Qualifications**

- Minimum of 2-4 years of experience in property management or a related field, with a focus on multi-residential properties.
- Strong knowledge of property management principles and landlord-tenant laws (AB Tenancy Act).
- Customer-focused mindset with a commitment to delivering exceptional service.
- Bachelor's degree or diploma in real estate, business administration, or a related field.
- Professional certification (e.g., CPM, RPA) is a plus.
- Proficiency in Yardi is highly desirable.
- Strong communication, leadership, and tenant relations skills.
- Valid driver's license and personal vehicle required for site visits.

Interested in joining our team? Please send us an email at [careers@cressey.com](mailto:careers@cressey.com), including your resume, a brief introduction of yourself, and what brings you to Cressey. We review candidates promptly and will be in touch if your experience aligns with the role.

We look forward to connecting with you!