

Location: Various. **Job Title:** Building Manager Supervisor - Resident or Non-Resident

PRIMARY FUNCTION:

Functions as a member of the Regional Property Management team to provide effective tenant relations and building management services to a number of directly managed sites.

JOB DUTIES AND TASKS:

1. Provides tenant relations and building management services:

- (a) Participates in formulating and implementing initiatives to enhance site specific program delivery;
- (b) Participates in the recruitment, selection and training of building management and janitorial staff;
- (c) Provides on-site facilitation in the delivery of building portfolio-contracted services;
- (d) Initiates and inspects work and redirects contractors where minor deficiencies in the performance of work specifications are noted (e.g. painting services, millwork, flooring, pesticides applications completed, carpet cleaning, waste removal, etc.), reports on deviations in performance on existing contracts;
- (e) Directs assigned staff in the completion of duties, including the planning, organizing and scheduling of work;
- (f) Ensures work standards and deadlines are met;
- (g) Completes performance evaluations of staff and recommends disciplinary action;
- (h) Performs various inspections on a regular basis (e.g. boiler rooms, fire alarm logs, security systems, etc.), and unit inspections on a scheduled basis, or on vacancy and arranges for repairs and/or maintenance;
- (i) Maintains records related to work orders, issues management, exception reporting, chargebacks, inventory and assists in the estimating and ordering of materials;
- (j) Communicates with contractors to coordinate site viewings and unit entry;
- (k) Calls the police or related public service in the event of emergency or disturbances such as notifying police of incidents or problems;
- (l) Responds to resident inquiries, complaints, emergencies, provides information/clarification as required and takes appropriate action at all times during the work week;
- (m) Serves notices, which may include but not limited to Notice to End Tenancy (NET), rent arrears, chargebacks arrears; Non-Sufficient Funds (NSF) notices, etc.;
- (n) Required to exercise interpersonal and conflict resolution skills when dealing with the resident population.

2. Performs all the duties of a Building Manager Resident or Non-Resident, as required.

SUPERVISION/DIRECTION RECEIVED:

Immediate supervisor.

SUPERVISION/DIRECTION EXERCISED:

Participates in the recruitment, selection, training, completes performance evaluations of building management and janitorial staff and recommends discipline.

PHYSICAL ASSETS/INFORMATION MANAGEMENT

Ensures the provision of building management services to various sites; maintains on-line records and documentation including Accident and Critical Event (ACE) reports, Incident Investigations and WorkSafeBC documentation and other files/records.

FINANCIAL RESOURCES:

Applies standard purchasing procedures to acquire goods and services including approval of purchases by Building Managers. Receives minor financial payments as required (e.g. key/fob replacement, laundry cards, parking fees, lock changes, etc.) and in exceptional circumstance may receive tenant rent payment.

The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.