



Modern Thinking. Timeless Values.™

PROPERTY ADMINISTRATOR, VILLAGE BY THE ARBORETUM

Change *Your Career* for the Better.

As a recipient of hundreds of awards and accolades, Reid's Heritage Homes is a world-class organization, with growing communities across the province, offering home styles from mid-rise condo suites to custom estates and active adult communities. We are a division of the Reid's Heritage Group of Companies, a family-owned company celebrating over 40 years in business. We are proud to have been certified as a **Great Place to Work® Canada** and named as one of **Canada's Best Workplaces for 2019, Canada's Top Small & Medium Employers for 2019** and **Waterloo Area's Top Employers for 2021**, and we strive to employ highly skilled individuals who both exemplify and live out our Core Values. Our team members are passionate about their work, and their high energy and creativity drive innovation. As a result, our team is growing. We invite you to take this opportunity and be a part of the momentum!

We are currently seeking a Property Administrator, Village by the Arboretum (VBA) for a **9-month contract position**. The Property Administrator, will support ongoing community development in the VBA by providing a welcome to new VBA residents, managing inquiries transactions and tasks related to the VBA Tenancy Agreement. The VBA Property Administrator will oversee creating VBA Management social media content and managing databases of residential and staff information as required. General office management duties will also be performed.

Specifically, the duties and responsibilities of the Property Administrator are to:

- Follow and consistently demonstrate Reid's Heritage Group of Companies Core Values
- Follow all VBA Guidelines and protocols

VBA Property Management:

- Manage the VBA Design Criteria Program including, Resale Audits for the VBA Consent to Sale, Renewal Assessments, Village-wide Assessments, and applications for changes to the exterior of VBA homes.
- VBA Tenancy Agreement Sublease support by managing all processes and communications related to Schedule D - Rules and Regulations, City of Guelph bylaw education, enforcement and nuisance reporting.
- Independently coordinate all resale transactions.
- Provide resident information as required to lawyers representing RHH to support matters involving resales, estates, sublease renewals, defaults.
- Support RHH Finance Manager with rent and property tax collection.
- Keep up-to-date records of occupancy and ownership for houses in the VBA.
- Facilitate the closing of resales by providing security access devices and welcome packages.
- Collect and maintain resident information in a database using WorxHub Software. (ex. pet registration, address change, emergency contact forms)

VBA Community Program Management

- Manage the VBA New Resident Orientation program including the creation and provision of all resources and materials to support new residents in understanding the VBA Tenancy Agreement including Tenancy Agreement rules and regulations, resident.
- Oversee covenants and RHH property management service standards.
- Organize and host regular Meet and Greet sessions for new VBA residents.
- Facilitate resident connections with VBA community business partners as required. Provide systemic and personalized communications regarding resident matters and inquiries (convey messages, create reports, notices, hold and attend meetings virtually and in person)
- Work with outsourced partnerships to create selected social media products to standardize and facilitate resident knowledge and understanding of VBA property management services, guidelines, and processes.

Office Management:

- Interact with customers/residents daily, providing reliable and consistent service through listening, responding and meeting/exceeding customer/resident expectations.
- Maintain office supplies and equipment, making calls as needed for service and repairs. Manage license renewals, upgrades and team member training as required for WorxHub Software, photocopier, phone system, shredding services, IT hardware and software applications and other office support items as required.
- Provide information to residents and visitors based on current VBA policies and guidelines in a variety of formats (oral, written, social media).
- Maintain VBA Management Team policies, procedures and all electronic files. Provide administrative support for VBA Management Team members as required. (security database and activation of fobs, general creation of WORD and EXCEL documents etc.)
- Maintain the VBA Management Team virtual communications and connectivity through posts and video features on the VBA ADMIN website.
- Create and maintain up to date VBA Management Team presence and accurate information on appropriate media platforms using creative design and application tools. (digital flip pages)
- Post updates and notifications as required. Other duties as reasonably assigned.

The Property Administrator we seek will demonstrate the following qualifications:

- Commitment to our organization's progressive culture, including our company Core Values.
- Strong customer service and troubleshooting skills including follow up to ensure customer satisfaction and feedback.
- Criminal Record Check and Vulnerable Sector Screening
- Valid driver's license and clean driver's abstract
- Proof of full COVID-19 vaccination
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Proficient in MS Office applications (i.e. Word, Excel, Outlook, etc.)
- Experience in all phases of project management (Review, Development, Implement and Assessment) with little supervision.
- Proficient in or willing to learn creative design and application technology tools to produce engaging, memorable messages notices, instructional products.
- Ability to develop, nurture and build capacity for others in adapting to and using electronic communications platforms.
- Experience in creating and managing databases, web portals and other spreadsheet tools to store and retrieve information and data.
- Exceptional organizational and time management skills to meet several deadlines. Ability to interpret, communicate and implement company policies and procedures.

- Strong writing skills for technical writing, emails, memos, reports, notices, updates, and letters.
- A proven track record of leadership, accountability, and an ability to act reasonably to create positive outcomes for all stakeholders.
- Basic knowledge of budget and accounting principle including a high degree of resourcefulness.
- Strong commitment and enthusiasm to serve.
- Professional appearance and manners.

If you have a lot to offer, we have a lot to give! Add your energy to ours and join the Reid's Heritage Homes team by submitting your cover letter and resume to hrinfo@heritagehomes.com, specifying the title of the position, by **Monday, October 25, 2021**. For more information, visit www.reidsheritagehomes.com.

We thank all applicants in advance for their interest in this position; however, only those selected for an interview will be contacted.

