

Director, Property Management

CreateTO, launched on January 1, 2018, is a new municipal government agency established to manage the City of Toronto's real estate portfolio. **CreateTO** works collaboratively with City stakeholders, external partners and community members to create more livable, sustainable and inclusive communities. The agency will enable the City, for the first time, to adopt a strategic city-wide approach towards the delivery of real estate solutions to promote a balance of community and economic benefits.

The Opportunity

The **Director, Property Management** is accountable for planning, managing, mentoring and guiding all functions of the Property Management team within their portfolio. This position also manages and supports the team to ensure optimal performance while providing tenants with continuity of management and adherence to all contractual obligations as well as providing leadership in corporate governance and regulatory compliance.

This position requires a highly-skilled and experienced property management professional with a strong background in managing a large multi-property commercial, industrial, retail and land management, real estate portfolio. Reporting to the Executive Vice-President, Strategic Development, this individual will draw upon his or her extensive knowledge of building and land operations, budgeting & budget control, capital expense planning & control, administration of legal and other contractual agreements and the management of tenant and contractor obligations. The **Director, Property Management** is a key leader of the real estate management team and must demonstrate core competencies to perform the role and, in addition, possess a strong business acumen.

The primary real estate portfolio under this position is located in the Toronto Port Lands and is currently made up of approximately, 486 acres of land, 22 buildings and between 80 to 100 tenancies under short and long term lease and license agreements. The overall portfolio under the supervision and management of this position extends beyond the Toronto Port Lands.

Key Responsibilities

- Leadership: Create/maintain a working environment that encourages creativity and high productivity by demonstrating desired behaviours and outcomes and by setting an inspiring example
- Lead, coach and mentor all direct reports and set annual and long-term strategic goals for the team
- Pursue and follow up on leasing and licensing opportunities and inquiries for all properties
- Responsible for maximizing rental income and for the management of expenses
- Responsible for the real estate portfolio property management and operations
- Develop strong relations with tenants, contractors, vendors, stakeholders and other real estate related professionals
- Establish programs for the management, maintenance and safety of all lands and buildings
- Prepare and present for approval annual income, operating expense and capital budgets
- Reports monthly on rent income, operating income, expenses & capital expenditures on TPLC realty portfolio
- Oversee the accounts receivables collection process, review variance analysis and ensures that rent payment are received as per the agreements
- Review year-end billings and operating cost/CAM recoveries and reconciliations for accuracy and conformity with provisions under the lease /agreements
- Attend to tenant lease termination obligations

- Manage all capital construction and other improvement projects
- Represent CreateTO on any property management, business & operations committees
- Collaborate with other City of Toronto real estate divisions and agencies e.g. business operations between RES, CTO and FM, including real estate implementation plans, business support, financial planning, technology solutions, overall resourcing and operational strategies
- Responsible for the development and management of all lease, license and contract agreements
- Attend to all property management legal matters

To be successful in this role, you will have the following skills and qualifications:

- 15 years' experience in a senior property management role with leasing, financial management, reporting, and lease negotiation skills
- Proficiency in Microsoft Office, in particular, Word and Excel
- An assertive self-starter with the ability to work independently
- Strong leadership skills with proven negotiation abilities
- Knowledge of construction, contract negotiation, operational procedures and general maintenance
- Current active RPA or CPM designation
- Knowledge of Yardi software programs an asset

CreateTO is committed to fostering a positive and progressive workforce. We provide equitable treatment and accommodation to ensure barrier-free employment in accordance with the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act. Candidates can request accommodation related to the protected grounds at any stage of the hiring process.

To be considered for this role, interested and qualified candidates are requested to send their resume and cover letter to careers@createto.ca to apply for this role. Applications will be accepted until Friday, April 30th. Only those individuals selected for an interview will be contacted. No agencies at this time please.