
Tenant Services Manager

Real Estate Services
CBE Tower and Carl Safran Building
Calgary, AB

Responsibilities:

Customer Relationship Management

- Strong commitment to providing customer service to tenants, coworkers and contractors. Develop a strong working relationship with key contacts to facilitate building work.
- Oversee annual tenant surveys, ensuring distribution and survey on a timely basis and encouraging maximum participation of all tenants. Review all survey responses, analyzing trends and concerns. Follow up with tenants providing written feedback on overall ratings and speak to tenants to ensure all issues have been resolved to their satisfaction.
- Ensure tenant manuals, move in kits etc. are up to date
- Assist the Property manager with coordination of various company and building initiatives such as food bank drive and seasonal events such as holiday décor etc.

Contract Management

- Establishing scope of work and preparing tender documents in consultation with Chief Engineer and/or Property Manager. Including tendering, award, preparation of contract documents and issuance of purchase orders or contracts using company standard forms.
- Management of janitorial, security, window cleaning, interior/exterior landscaping, snow removal, waste removal, pest control, recycling, general building appearance, signage and other services required from time to time.
- Ongoing day to day supervision of contracted services and service standard reviews to ensure supplier compliance with contract documents in accordance with tenants needs.
- Maintain up to date major contract review checklist and monitoring to ensure that all contracts are renewed prior to expiry.

Finance

- Assist in the preparation of annual budget and review and report on variances to budget.
- Responsible for the preparation of year end accruals in areas of responsibility.
- Pre-approve invoices for service agreements and operational items.
- Assist property administrators with preparation of tenant chargebacks.

Building Operations

- Manage various aspects of building security which includes ensuring appropriate staffing of guards is available on site; security card access and CCTV systems are appropriately maintained as per contracts; provide training to fire wardens and coordinate building fire drills and ensuring all records are up to date.
- Conduct detailed weekly Janitorial inspections ensuring that 25% of building is inspected each week such that the whole building inspected by month end. Detailed quarterly inspection to be done with janitorial vendor and reports of any issues documented including remedial action to remedy.
- Oversee, implement and tracking of recycling program.
- Supervise parking operator maintenance and maintenance of parkade equipment.
- Oversee operation of the shipping/receiving department including managing personnel and ordering of uniforms as required.
- Oversee the management of the Conference Centre events and operations as per tenant/building guidelines and policy.
- Liaise with leasing and operation staff with respect to preparing budgets for and delivering landlords work projects. Coordinate move in and tenant welcome events.
- Responsible for the maintenance and changes to Clickfix rules when necessary.
- Monitor open clickfix tasks and liaising with Chief Engineer to ensure they resolved within deadline.

Environmental Sustainability

- Act as environmental coordinator for the buildings which includes assisting tenants with setting up in-house recycling programs and advocating green initiatives.
- Implementing programs as per Bentall Kennedys ForeverGreen annual initiatives.
- Chair and conduct Green Team meetings with tenant representatives
- Completing the annual sustainability checklist.
- Assist with various building certification programs e.g BOMA BEST, LEED etc.

Administration:

- Maintaining accurate filing system and ensure that all filing are in line with Bentall Kennedy file naming convention.
- Preparing various weekly and monthly reports and distributing to tenants, property and operations team as required. Such reports include tenant clickfix reports.

Qualifications:

- **Experience-** Minimum 3-5 years facility or property management experience in commercial portfolio.
- **Education-** Preference to post-secondary in real estate and/or RPA, FMA, CFM or CPM designation.

- **Relationship Skills** – Superior oral and written communication and presentation skills; ability to develop and sustain cooperative working relationships with senior management, contractors, tenants and the public. Self-motivated, professional and flexible.
- **Organizational/Multi-Task Skills** - Ability to allocate one's time effectively, work under pressure and manage tight deadlines; ability to handle multiple demands and competing priorities, and adapt to new ideas and competing priorities, adapt to new ideas and constant changes; able to cope with changing clients' needs and deliver successful results within agreed upon timeframes; detail oriented.
- **Decision Making Skills** – Able to resolve problems using facts and sound reasoning; able to achieve goals using a strategic approach; proven innovation with a willingness to manage and adapt to change.
- **Computer Skills** – Intermediate to advanced skills in Word and Excel, Micro Soft office and e-mail. Knowledge of JDE is not essential but an added benefit.