



## **Who We Are**

We are a diversified real estate development and management company. We own and manage over 4 million square feet of leasable area, including 52 properties. We strive to be the Property Owner of Choice in our markets by providing outstanding customer care and dependable, high-quality service to our clients.

## **We Are Looking For**

A Portfolio Administrator who is committed to providing superior administrative support while delivering exceptional customer service.

This full-time, permanent position reports to the Property Manager and is a key member of our team.

## **What You'll Do**

Assume the administrative tasks associated with a portfolio of properties. This includes:

- Assist the team in responding to a wide range of inquiries from tenants, contractors, and team members.
- Prepare and send building memos and notices, as well as provide and collect important tenant correspondence / information.
- Coordinate and arrange new and existing tenant improvements and/or move-in/ move-outs.
- Process and understand new and existing Tenant lease documents or amendments for proper set-up and rent collection.
- Assist with the collection of rents & arrears and become an accounts receivable and invoicing expert.
- Ensuring your portfolio files are complete, organized and up to date with the sites and buildings' most valuable information.
- Achieve customer service targets by assisting the team with Admin related Tenant Work Orders; reaching a goal 100% success rate and help us maintain our "Gold" service standard.

## **About You**

- You have experience in Property Management or Commercial Real Estate
- You have working knowledge with:
  - Lease documentation
  - Complex Administration
  - Microsoft Suite
- You can follow company guidelines and demonstrate strong attention to detail.

- You can accurately listen, understand, and respond to issues appropriately.
- You work better as part of a dynamic team.
- You work calmly under pressure while maintaining a sense of urgency.
- You are a great problem solver, self-motivated and super organized.

**Extra Points For**

- A fabulous attitude and willingness to learn
- You go above and beyond
- Experience using Yardi and MRI Angus

**Where People Want to Work**

If you are passionate about building operations and outstanding customer service and you meet or exceed our qualifications, please submit your resume to [careers@melcor.ca](mailto:careers@melcor.ca) quoting "Portfolio Administrator" in the subject line.

Your submission will be reviewed carefully, however only those selected for an interview will be contacted.

Melcor is an equal opportunity employer that is committed to the principle of diversity and looks forward to receiving applications from a wide range of people.