



## REAL PROPERTY MANAGEMENT ACE is HIRING PEOPLE | PEOPLE

### REAL PROPERTY MANAGEMENT ACE IS HIRING | OPERATIONS MANAGER

We are Hiring | People | People Professionals to become part of our PEOPLE BUSINESS

Real Property Management ACE is looking for an experienced Operations Manager to execute and achieve success for the vision, mission and values of Real Property Management ACE.

ROLE | The role of the Operations Manager is to execute all operational aspects of back and front end management for the business and brokerage operations to ensure operational efficiency, business proficiency and team productivity by providing senior management and leadership. The Operations Manager will support the Operations Director's Business Philosophy and Vision as follows:

- Execution of strategic vision to support the long-term growth of the organization.
- Execution of corporate initiatives, strategies, and plans to achieve business growth targets, objectives and goals

### OPERATIONAL EFFICIENCY | BUSINESS PROFICIENCY

- Ensuring operational efficiency by providing operations oversight and overseeing the property management team
- Ensuring the operations team is positioned to efficiently service increased demand
- Ensuring that strategic goals established are translated into practical action
- Ensuring compliance with regulatory and professional standards;
- Ensuring industry's best practices and company's compliance to policies
- Quality control of operational functions and systems to ensure quality assurance





## OPERATIONS MANAGEMENT | RESPONSIBILITIES

The Operations Manager will be responsible for Operations Management in the back and front end areas of Brokerage and Business Management providing leadership support for the brokerage and business divisions of Back and Front end of Operations of Office Administration, Property Management and Maintenance.

The Responsibilities of Operations Director

- Management of personnel and team leadership
- Ensuring performance excellence, operational efficiency and business proficiency
- Management and leadership of the operations team
- Ensure systems in place continuously meet customer service standards
- Manage the day to day activities and responsibilities of the team
- Manage and lead operations team in the areas to ensure efficiency of daily operations
- Manage and engage a team of staff to ensure growth and efficiency;
- Perform annual occupancy and lease-up projections
- Collaborate with executive leadership team to develop strategic long-term growth vision

## TEAM MANAGEMENT | LEADERSHIP

- Determine staffing levels for each property in conjunction with budget.
- Recruit and select qualified property management for assigned properties.
- Manage, support and lead the team in the performance of day to day activity
- Conduct annual performance review evaluations
- Coordinate education and training of property management staff to enhance skill development.
- Create an environment that promotes and encourages change and innovation





## OFFICE MANAGEMENT | FINANCE SUPPORT

- Manage, lead and support Office Administration team
- Assist with financing reporting of income and expense categories of portfolio.
- Ensure internal quality audits are carried out for property operations compliance
- Prepare annual budget for operations and managing allocation of funds;
- Prepare annual operating budget and capital improvements expenditures
- Review monthly property accounting reports ensure proper reporting procedures

## FRANCHISE HEAD OFFICE | REMOTE SUPPORT OFFICE

- Manage and lead office administration with Franchise Remote Service Office support for monthly rent roll to ensure timely collection of rent at each community in conjunction with property managers.
- Support Office Management to ensure accurate rent rolls in conjunction RSO

## PROPERTY MANAGEMENT & LEASING SUPPORT

- Support Property Managers and Leasing Agents in the performance of day to day activities;
- Ensure daily communication and operations efficiency with property managers and leasing agents
- Support Leasing Agents in the performance of day to day activities
- Manage systems and support for the scheduling and coordination of viewings

## MAINTENANCE MANAGEMENT SUPPORT

- Manage, lead and support Maintenance Team in the performance of day to day activities
- Oversee all maintenance projects and implement preventative maintenance plans





## CUSTOMER SERVICE MANAGEMENT

- Ensure the delivery of day to day service to high level of service to be Above Client Expectations

## CONFLICT RESOLUTION MANAGEMENT

- Ensure strategic handling of concerns, or complaints with issues are resolved in a timely manner
- Identify and resolve issues and reporting situation and result to management
- Provide problem analysis and recommendations for problem prevention and learning

## RELATIONS MANAGEMENT | RELATIONSHIP DEVELOPMENT

- Manage important relationships and act as company liaison for with our clients, owners, landlords, investors, sellers, buyers, tenants, residents, customer, prospects, service vendors, contractors and consultants
- Develop and foster positive relationships
- Ensure effective communication between office support and property managers
- Ensure relationships are maximized between clients, employees, and community partners

## PROJECT MANAGEMENT

- Tender, select, and supervise service contracts
- Ensure quality assurance by approving all contractual services

## PROSPECT MANAGEMENT | BUSINESS DEVELOPMENT

- Operations Manager will drive Real Property Management ACE's strategic direction towards achieving the company's goals and target.





- Build relationships with potential business clients and brokers to sell them our added-value services and products

### WHO RPM ACE LOOKING FOR PEOPLE | PEOPLE

We are Looking For | People People | People Person | People Skills

- People Who Understand People
- People Who Add Value
- People WHO Outside Think The Box

### APTITUDE | ATTITUDE

- Above Client Expectations
- Client Confidence
- Experienced Experience
- Expert Expertise
- Excellent Excellence

### WHAT ARE WE OFFERING

Operations Manager Position

- Job type | Full-time | Permanent
- \$ 70,000 / Year + Performance-Based Bonus
- We offer Discretionary yearly salary increase based on performance and abilities
- We offer a comprehensive benefit package that includes a competitive salary, paid vacation, paid sick days and an employer paid health plan with family coverage.





## WHAT QUALIFICATIONS

- You are skilled relationship manager and consultant who can generate and grow valuable long term client partnerships
- You have aptitude in understanding the financials of a business, with knowledge of budgeting and reporting

## WHAT EXPERIENCE

- You have operations management leadership experience of 5 or more years
- You have management experience in the property management of property portfolios and or related real estate industry experience.

## WHERE | WE WORK HARD PLAY HARD

ACE OFFICE | Location | Calgary Beltline | Where We Cooperate | Communicate | Collaborate

## WHEN WORK STARTS

- The Operations Manager will join our team immediately

HOURS | Flexibility Available

- Monday - Friday, 7:30 am – 4 pm | Monday to Friday 8:30a.m. - 5:00pm
- From time to time the Operations Manager may need to have flexibility to respond to business needs and emergencies after hours and weekend.

## HOW TO APPLY

- EMAIL | WHY YOU | COVER LETTER | RESUME | [romania.leo@realpropertymgt.ca](mailto:romania.leo@realpropertymgt.ca)
- Thank you for your interest in this position. We apologize that only successful candidates selected for pre-screening will be contacted.



## WHY RPM

Real Property Management ACE is part of a national network of market leaders in real estate and property management.

Real Property Management the largest Franchise Leader in residential property management company with over 300 franchised offices in North America throughout Canada and USA.

Real Property Management is a recognized industry leader with 35 years of real estate and property management experience, Real Property Management has streamlined the business of property management and redefined the property management industry with proven defined systems, processes and distinct marketing.

## REAL PROPERTY MANAGEMENT ACE | ABOVE CLIENT EXPECTATIONS

Real Property Management ACE is an Owner-Operated Property Management company, independently owned and operated brokerage licensed as a Broker in Calgary, Alberta.

Our Mission: Above Client's Expectations. RPM ACE is committed to exceptional personalized property management service, and distinguished amongst Calgary's competitive property management industry for Experience, Expertise & Excellence.

RPM ACE is Celebrating 5 Years and we are growing, expanding and looking for People People to join our People Team: *Property Management is a People Business*

## A CAREER IN ONE OF CANADA'S FASTEST GROWING INDUSTRIES

Real Property Management is about Brand Power, Business Vision, Leadership and Growth - Franchised National Network with over 300 offices across North America

Real Property Management has been recognized and award for years consecutively as





CALGARY ALBERTA

CELEBRATING



5 YEARS

WWW.RPMACECALGARY.CA

A B O V E  
C L I E N T  
E X P E C T A T I O N S



#1 In Property Management, Top 10 Franchise Investment and Fastest Growing Companies for Property Management by Forbes, Inc 500, Franchise 500, and the Entrepreneur Magazine.

Real Property Management Canada's Management Team offers leadership and support franchise offices to create the best service experience for clients.

- Franchise Head Office support and coaching for professional development,
- Industry Leader Property Management Solutions
- Franchise organization with over 35 years of experience in North America
- Brand Power | Part of the CPG Group of Companies in Canada
- National Marketing | Market-Leading Research
- Opportunities | Career Progression | Recognition | Team and Individual Achievements.

Learn About Our Business | [www.rpmacecalgary.com](http://www.rpmacecalgary.com)

## HOW WE WORK | ABOVE CLIENT EXPECTATIONS

- The More We Learn the More We Earn
- Personal Professional Development | Opportunities for career progression
- Property Management is a People Business
- Teamwork | Transparent Communication | Work Collaboration | Integrated Team Approach



**REAL PROPERTY MANAGEMENT ACE**  
403.816.2308 [ace@realpropertymgt.ca](mailto:ace@realpropertymgt.ca) [www.rpmace.ca](http://www.rpmace.ca)

Broker: Real Property Management ACE | Independently Owned & Operated Brokerage & Franchise | Calgary AB





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## REAL PROPERTY MANAGEMENT ACE | ABOVE CLIENT EXPECTATIONS

REAL	PROPERTY	MANAGEMENT
<b>R</b> eal Property Management	<b>P</b> is a People Business	<b>M</b> anagement Mastery Mission
<input type="checkbox"/> Respectful   Responsible <input type="checkbox"/> Resilient   Rational <input type="checkbox"/> Reliable   Responsive	<input type="checkbox"/> <i>People</i> People <input type="checkbox"/> Polite Positive <i>People</i> <input type="checkbox"/> <i>People</i> Personality Person	<input type="checkbox"/> Managerial Management <input type="checkbox"/> Management Mastery <input type="checkbox"/> Management Manager
<input type="checkbox"/> <i>Real</i> Property Management <input type="checkbox"/> <i>Real</i> Real Estate Experience <input type="checkbox"/> <i>Real</i> People <i>People</i>	<input type="checkbox"/> Proven Performance <input type="checkbox"/> Productive Performer <input type="checkbox"/> Productivity Performance	<input type="checkbox"/> Motivating Manager <input type="checkbox"/> Motivation Mentorship <input type="checkbox"/> Mental Mindset Mastery
<input type="checkbox"/> Rewarding Relationships <input type="checkbox"/> Resolution   Rapport <input type="checkbox"/> Relations   Relationships <input type="checkbox"/> Realtor Relationships <input type="checkbox"/> Reinforce   Reset <input type="checkbox"/> Redefine   Reinvent <input type="checkbox"/> Reassess   Reconstruct <input type="checkbox"/> Rectify   Resolve   Respond	<input type="checkbox"/> People Personnel Proficiency <input type="checkbox"/> People Proficient <input type="checkbox"/> Professionally Pleasant <input type="checkbox"/> Productivity Proficiency <input type="checkbox"/> Promote Proficient People <input type="checkbox"/> Productivity Precision <input type="checkbox"/> People Performance <input type="checkbox"/> Plan Personnel Proficiency	<input type="checkbox"/> Management Mission <input type="checkbox"/> Meticulous Management <input type="checkbox"/> Management of Time <input type="checkbox"/> Maintenance <input type="checkbox"/> Maintenance Management <input type="checkbox"/> Media Marketing <input type="checkbox"/> Market Marketability <input type="checkbox"/> Measure Market Marketability

ABOVE CLIENT EXPECTATIONS	CRISIS CREATES CHARACTER	EXPERIENCE   EXPERTISE   EXCELLENCE
<input type="checkbox"/> Aptitude   Attitude   Attributes <input type="checkbox"/> Ambitious   Articulate <input type="checkbox"/> Analytical   Accurate <input type="checkbox"/> Attention   Accuracy <input type="checkbox"/> Awesome   Approachable	<input type="checkbox"/> Common Sense <i>is</i> Common <input type="checkbox"/> Charismatic Characteristics <input type="checkbox"/> Committed   Consistent <input type="checkbox"/> Competent Critical Thinker <input type="checkbox"/> Confident   Charismatic	<input type="checkbox"/> Enthusiastic   Energetic <input type="checkbox"/> Exceptionally Exceptional <input type="checkbox"/> Experienced   Educated <input type="checkbox"/> Expert Expertise <input type="checkbox"/> Expect Expectations



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