



## Residential Services Coordinator

We are seeking an experienced Residential Services Coordinator to represent Regional Group in all interactions with the tenants of the buildings we manage. Understanding the significance of a positive customer experience, you are sociable, empathetic, and respectful in all your dealings.

Using a pragmatic approach, you will consistently deliver unrivaled service while maintaining an efficient flow of information and documentation within the office.

### About the role

The coordinator is a vital resource for all tenants where they will depend on your knowledge and support. With this in mind, you

- are the first point of contact for tenants on a wide range of tenancy matters and ensure prompt, courteous, positive, and effective responses.
- receive, process, and validate (to ensure clear understanding) service requests received by telephone, e-mail, personal visits, and Rent Café.
- maintain tenant contact information.
- assist tenants with coordinating facility requirement for their events.
- handle leases and renewals of the residential portfolio in accordance with the overall rental rate strategies.
- issue renewal notices in accordance with Landlord and Tenant guidelines.
- ensure units are clean and ready for lease.
- schedule building amenity bookings for tenants.

On the coordination side of the role, you will:

- assist in developing, producing, and distributing building communications.
- maintain service call / work order tracking as required.
- create, update, and maintain various reports and spreadsheets relating to tenants or other related information
- track tenant work orders and prepare monthly summary reports.
- assist with the coordination and execution of tenant promotions and other special assignments including customer satisfaction surveys.
- analyze data from Rent Café and compare to Key Performance Indicators.
- update internal building management documents and call lists.
- process monthly reports from Rent Cafe to measure customer service response.

### About you

You have/are:

- strong customer service skills; empathetic and respectful

- strong communication and interpersonal skills
- mature, pleasant, and professional demeanor
- a post-secondary degree or equivalent work experience.
- two years of office administration experience, ideally in a customer-oriented industry.
- previous experience in Property Management and/or Real Estate is an asset.
- proficient in Microsoft Office; knowledge of the Angus system is an asset.
- previous experience with analyzing data, trends and comparing standards is considered an asset.
- attentive to detail

## About us

### We:

- empower our people to strive for creativity, uniqueness, and distinction.
- are driven by values of Integrity, Commitment, Innovation, Attention, Balance, Gratitude, and Leadership.
- Our mandate is to deliver turn-key simplicity by offering real estate stakeholders a comprehensive management package designed to maximize asset value and net operating income
- we professionally manage over 2,000 residential/condominium units and 2.3 million square feet of commercial, industrial, and retail space.
- are actively pursuing portfolio growth opportunities.
- have been shaping real estate in Ottawa for over 60 years.
- are proud of our fun and professional environment that promotes and rewards learning, development, and success.

We offer a dynamic opportunity with an attractive base salary and benefits. Should Regional Group and this position be a good match for you, please email your cover letter and resumé to: [recruiting@regionalgroup.com](mailto:recruiting@regionalgroup.com).

If you are an applicant with disabilities and require accommodations, please let us know in advance so that we may arrange for their provision.