

DIRECTOR, PROPERTY MANAGEMENT OPERATIONS

District Group is a growing real estate investment and development company passionate about building exceptional projects that energize neighbourhoods and realize timeless design. Based in Vancouver, B.C., District is actively developing and pursuing mixed use projects focused on purpose built rental residential and master planned developments in B.C. We are dedicated to building a diverse collection of high quality assets and developing them to their full potential, adding value for our capital partners, tenants and homeowners.

The Role

Reporting directly to the COO and Executive Vice President, the Director, Property Management Operations, will oversee the day-to-day operational activities of the property management function of the business ensuring that all property management processes are running smoothly, efficiently and in alignment with the company's objectives. This is a hands-on, dynamic role where you will be involved in the early stages of scaling operations, setting up processes, and driving growth while working closely with the leadership team to implement our strategic vision. You will be responsible for building the operational framework, creating efficient systems, and ensuring smooth execution across all areas of the business.

This role requires a strategic thinker with an executional approach to problem-solving, team leadership, and operational excellence. They must be exceptionally organized, manage priorities well, and take initiative in moving actions forward. They should thrive in a fast paced, team oriented, entrepreneurial environment and be able to expertly complete multiple assignments, maneuvering through changing priorities and high volume effectively and efficiently with minimal supervision.

This is an excellent opportunity for an experienced property management professional to grow and scale up this business function and their own team at District. As one of the first leaders in this business function, you will lead the development of a positive, solution-oriented, and collaborative culture that supports both the company's mission and its people. This position will be able to add value immediately and will be involved in all aspects of the company's property management business.

Key Responsibilities

The Director, Property Management Operations will be responsible for, but not limited to, the following:

- Develop and implement operational strategies that support the company's short and long-term goals. Work with the leadership team to ensure these strategies align with business objectives.
- Establish core operational systems, policies, and processes that enable smooth day-to-day activities, focusing on efficiency, scalability, quality control and compliance with industry standards and regulations.
- Lead and manage all operational functions across the property management portfolio, including tenant relations, leasing, marketing, maintenance, and property inspections
- Build, lead and manage a growing team of operations staff, fostering a culture of

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- collaboration, accountability, and high performance and ensuring they have the tools, training, and support needed to succeed
- Oversee operational budgets, allocate resources efficiently, identify cost-saving opportunities and profitability improvement, while maintaining high-quality standards.
- Work closely with key departments ensuring effective communication between them and streamline operations, including finance and accounting, building management, leasing, marketing, maintenance and accounting to ensure seamless operations
- Continuously drive process improvements to optimize cost efficiency, tenant satisfaction, and overall service delivery
- Develop and monitor key performance indicators (KPIs) and data to measure the success of property management operations
- Evaluate and implement new technologies or software solutions as required to enhance operational efficiency
- Address and resolve operational issues or challenges promptly to maintain high service levels and tenant satisfaction
- Establish relationships with external vendors and partners, negotiate contracts, and ensure high-quality service delivery at competitive prices
- Travel frequently for meetings, property site visits and regional tours to property locations including Vancouver Island, the Okanagan and the Fraser Valley
- Stay up to date with industry trends, regulations, and best practices to ensure compliance and operational excellence

Skills & Experience

- Have a bachelors degree in Business Administration, Real Estate or Operations Management
- Have a minimum of 5 – 8 years' of property management experience, with at least 2 years in an operations leadership role
- Strong understanding of property management processes, real estate regulations, and industry best practices
- Proven experience managing teams, developing talent, and driving operational improvements
- Strong financial acumen and experience managing budgets and cost control measures.
- Experience establishing and scaling a business, or a function in an early stage company, an asset
- Excellent problem-solving, decision-making, and analytical skills.
- Exceptional communication and interpersonal skills, with the ability to collaborate with diverse teams and stakeholders.
- Experience with property management software and operational tools

- Possess advanced Microsoft Office Suite skills
- Ability to manage multiple priorities in a fast-paced, dynamic environment
- Are a team player who thrives on collaboration and building relationships
- A strong sense of ownership and commitment to the company's mission, vision, and growth

What We Offer

This is a permanent, full-time, salaried position with a team of ambitious individuals with a sharp eye for opportunities that is committed to moving through business with integrity and thoughtfulness. You'll grow professionally, will have a competitive compensation, extended health benefits and opportunities to share in our success. We're on a path to elevate the way real estate, property management, construction and investment business is conducted and are eager to continue building a team equally excited to be those change agents.

Salary Range

\$100,000 - \$150,000

Benefits

- Performance based bonus
- Investment opportunities
- Extended health benefits
- Paid time off and additional holidays
- Parking
- Professional development
- Hybrid work option
- Opportunities for career growth

How to Apply

Thank you in advance to all interested applicants. Please send a cover letter and CV to Sonia Susin, VP, Communications & People Operations at susin@districtgroup.ca with the subject "Director, Property Management Operations" or apply directly to the LinkedIn job posting. Due to a large volume of applications we will only reply to candidates selected for an interview.

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