

## Position of Regional Director, Strata Permanent, Full Time

### Position Description

FirstService Residential BC Ltd. dba FirstService Residential is seeking a full time dynamic **Regional Director, Strata** for a full time, permanent position.

Reporting to the Vice President, Strata Operations, in this role, you would be responsible for client & employee retention, & the advancement of client services in terms of image, visibility, reputation, diversification, professionalism, & technology. You would provide direction; leadership, supervision, & training to ensure properties are maintained and operated in accordance with company objectives. Responsibilities also include, but are not limited to retention of a portfolio of accounts, working closely with Strata Managers, Strata Councils and/or the developer, & facilitating solutions between strata's and internal support staff.

The successful candidate will be a strong communicator, possessing the ability to set the vision and strategic direction for the company's growth and communicate this to the organization and externally to clients and the marketplace.

### Primary Responsibilities and Expectations

- Supervise & provide assistance to Strata Manager's in areas such as financial management, administration, corporate policies & procedures, property infrastructure, organization, litigation processes, property collections, Strata Property Act governance, maintenance & mechanical procedures. Other responsibilities include, but are not limited to conducting monthly meetings, recruiting & hiring, completing performance reviews, training and development, conduct sites visits biannually & provide recommendations for improvements, ensure compliance of corporate policies, payroll processes, accounting and human resources policies, approve vacations and ensure coverage for relief assignments, review & approve payroll by prescribed deadlines and ensure preservation of professional development courses as required by the Real Estate Council of BC.
- Interact with developer clients during the phasing & asset turnover to strata to ensure proper annexation, account set-up, account management, client (developer) communication, interim budgets reconciliation & transition to council.
- Be responsible for the critical watch list, NPS Survey, etc. Provide opportunities to bid on ancillary services, approve additional charges to strata's, and keep on top of special projects & fees.
- In conjunction with the VP, strategize account assignments within area of responsibility & accept accountability through adherence to implementation schedule, letters & intro to clients, coordination between Strata Managers and management support of the transition.
- Manages business unit budgets & approve expenditures for areas of responsibility in order to meet financial goals identified in the business plan. Provides year-end input to business unit budget & in particular, to those line items controlled or within area of responsibility. Recommends changes to management fees and contract terms.

- Coordinate set up of new strata's, transition of existing strata's, & termination of existing strata's.
- Perform detailed reviews of all correspondence generated to attorneys, developers & entire membership of any account prior to mail out.
- Oversee, monitor & drive execution of company processes in any potential or actual litigation with strata's.
- Monitor building budgets quarterly and prior to budget meetings to ensure spending is on track.
- Ensure maintenance manuals, equipment checklists, standardized operating procedures, books, & all company approved binders are in place & current.
- Other projects and duties as assigned.

### **Preferred Skills and Competencies**

- Demonstrate excellent organizational & time management skills, and possess the ability to work in a high volume, fast paced environment.
- Possess highly effective coaching, facilitating, presentation, influencing, & leadership skills.
- Superior communication skills, both written & verbal with a successful track record in working with staff at all levels.
- Intermediate to advanced computer skills in MS Office
- High level of accuracy & attention to detail
- Positive & enthusiastic, hands-on approach with a strong bias to client service.
- Be available on call 24/7 in case of emergencies and be able to work outside regular business hours, including weekends and holidays if required.
- Have a valid BC Driver's License with proper vehicle insurance.

### **Preferred Education and Experience**

- Must possess a Representative License to provide strata management Services (as issued by Real Estate Council of BC).
- Minimum 5 year's strata management experience with a focus on understanding business requirements, delivering results, & experience managing new developments, preferably within a property management environment.
- Strong knowledge of the Strata Property Act, Real Estate Services Act and working knowledge of Builder's Lien Act, CCDC2, Personal Information Protect Act, Residential Tenancy Act, Employment Standards Act & Workers Compensation Act.
- Diploma or Degree in Business Management or Administration, or a related field and/or comparable work experience is an asset.
- Must be willing to work towards obtaining an Associate Broker License at an agreed time frame.



## **Contact**

If you are a motivated and a high energy individual who enjoys working collaboratively in a dynamic organization, this could be the challenge you're looking for!

For further information about this opportunity or to submit your application, please contact Ram Atwal – Manager, Human Resources at [ram.atwal@fsresidential.com](mailto:ram.atwal@fsresidential.com) or at 604-648-4449.

We thank all applicants for their interest. Due to the large volume of applications we receive, only those shortlisted will be contacted for an interview.

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## **About FirstService Residential Management**

FirstService Residential Management (“FSR”) is the largest manager of residential communities in North America, overseeing more than 5,600 properties and over 1.3 million residential units across 19 U.S. states and three provinces in Canada. Properties managed include low-, mid- and high-rise condominiums and co-operatives as well as large scale master-planned and active adult communities. In addition, it manages residential rental and REO properties for institutional and private equity clients.

FSR is an operating unit of FirstService Corporation.

For more information please visit [www.fsresidential.com](http://www.fsresidential.com)

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## **About FirstService Corporation**

FirstService Corporation is a global leader in the rapidly growing real estate services sector, providing a variety of services in commercial real estate, residential property management and property services. As one of the largest property managers in the world, FirstService manages more than 2.3 billion square feet of residential and commercial properties through its three industry-leading service platforms: Colliers International, the third largest global player in commercial real estate services; FirstService Residential Management, the largest manager of residential communities in North America; and Property Services, including Field Asset Services, one of America's largest providers of property preservation and distressed asset management and FS Brands, one of North America's largest providers of property services through franchise networks.

FirstService generates over US\$2.2 billion in annual revenues and has over 20,000 employees worldwide.

For more information please visit [www.firstservice.com](http://www.firstservice.com)

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