



Job Title:	Building Manager
Supervisor:	General Manager
Position Type:	Full-Time, Exempt
Core Business Hours:	8:15a.m. – 5:15p.m., Monday – Friday with additional hours as needed.

Job Purpose:

The Building Manager is charged with overall responsibilities for operations, and day-to-day management of the WorkReady property in order to provide a memorable experience for our clients each day.

Duties:

- Provide excellent tenant service. Respond to tenant requests/problems in a timely and courteous manner and generate work orders directly to vendors or maintenance staff. Follow up with the tenant to ensure satisfactory resolution of the issue. Ensure that there is 24-hour emergency coverage for the property at all times.
- Oversee and ensure that all areas of the property are well presented at all times (day offices, conference rooms, café, front desk, restrooms and common areas).
- Oversee and ensure that all operational systems are in working order and escalate outages/problems to the appropriate corporate contact and/or vendor.
- Extensive knowledge and understanding of billing software with the ability to generate reports related to occupancy, renewals, retention, billing and accounts.
- Oversee monthly processing of invoice to clients to ensure we capture all charges.
- Oversee the collections process to avoid bad debt situations. Building Director must have an understanding of outstanding payment each month in order to pursue steps needed to rectify client debts.
- Approve vendor invoices to ensure prompt payment and correct coding. Re-bill to clients as appropriate.

- Following Company & Building Ownership's policies related to paper documentation of tenant moves, adds and/or changes in order to pass annual center audits.
- Overall understanding of company policies and adaptation of new rollouts.
- Develop strong relationships with building asset management and building engineer and understanding building rules as it pertains to use of freight elevator, afterhours HVAC, visitor guest registration etc.
- Review and approve Purchase Orders.
- Work with third party vendors as it pertains to re-painting of suites, suite customization requirements and third-party support IT requirements.
- Provide comments on reports and liaison with accounting department on all monthly financial reporting. Ensure monthly reporting is completed as per the timelines set as part of the lease documents.
- Responsible for achieving financial targets for service revenue and through management of building expenses.
- Obtain quotes as per standards for any work which needs to be completed within the building.
- Strong understanding of locations offered within the CW portfolio; understanding of services and marketing initiatives available.
- Enhance brand awareness by attending local events through affiliations/networking groups.
- Developing referral sources through various channels to capitalize on all sales opportunities.
- Responsible for coaching and involving team to upsell services in order to meet service revenue targets.
- Responsible for the management and development of team members (building engineer, community manager, etc.) including support and ongoing training specific to job roles.

Core Competencies/Skill Sets:

- High standard of customer service excellence.

- Strong written and oral skills and excellent organizational skills.
- Ability to work under pressure and demonstrate flexibility. Willing to work before and/or after core hours to ensure the property runs smoothly/successfully.
- General knowledge of IT, and proficiency with Microsoft Office.
- Knowledge of telephone systems and other business equipment.

Education/Experience:

- Bachelor of Arts or Science or equivalent preferred.
- Minimum 3 years of experience of managing a business, brand or profit center within the customer service industry.
- Business Center/Executive Suite, hotel or property management experience is highly desirable.