



Administrative Assistant Receivables and Tenant Relations

Position Summary

Reporting to the Property Manager, and a key member of the Office Team, this position is responsible for three primary functions: a) providing exceptional customer service and outreach, b) accounting and rental management and c) other duties as required. Interacts directly with the Property Manager, regarding tenant move-in/move-out needs and general facilities, as required. This position is a 4 to 5-day, 35-hour/week position. Will be required to have a minimum of 2 to 3 years' experience in this field. He or she will have to interact with an elderly and venerable age group.

Duties and Responsibilities

Customer Service and Outreach:

- Respond professionally in English and in French to incoming telephone and in-person inquiries (spoken and written).
- Take messages, screen, and refer phone calls to the Property Manager if required.
- Greet tenants and guests, receive, and provide general information regarding potential rentals, apartment repairs, tenant issues, guest room and other facility reservations. Refer to the appropriate resource for further attention or follow-up, as required (create leases, follow up prospective tenants, service offered to tenant's a/c installation removal & installation, garden assignment).
- Facilitate bookings for guest rooms, hall, lounges, etc.,
- Update and enhance website content; drafts and prepares external marketing materials
- Preparation and set-up for monthly tenant meetings (will require some public speaking)
- Cultivate positive tenant relations

Accounting, and Rental Management Support:

- Accept rental/guest room/parking payments from tenants
- Invoice tenants for miscellaneous items
- Show apartments to prospective tenants
- Prepare prospective tenant file for lease approvals (hardcopy)
- Track and issue all rental notices (outstanding payments, limited mobility and other lists, and updates)
- Create, process, and maintain approved new and existing tenant files (hardcopy and database)
- Verify, process, and maintain accounting records of monthly tenant payments in HOPEM (periodic training courses will be required to be taken)
- Coordinate move-in/move-out needs of tenants
- Will be able to fill-in and alternate for vacation periods and overlap all breaks in the office

Additional Office Duties:

- Assist with preparation for Board Meetings, Committee Meetings, AGM.
- Take minutes at meetings when required
- Actively contribute to a cohesive work environment.

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