



**Title:** Community (Strata) Manager

**Company:** Tribe Management

**Location:** Vancouver, BC

**Status:** Full-time

## **Role Overview**

At Tribe, we refer to our strata managers as Community Managers because managing communities is at the core of what you do. This role combines a high level of people-forward service with a tech-forward application of innovative software. In addition to managing a portfolio of Strata communities, you will have the opportunity to work collaboratively across departments to influence the development of operational best practices and procedures.

## **You...**

You are tech savvy and people focused. You get that communication is the cornerstone of every lasting relationship – be it with colleagues or clients. You can navigate your way around online forums and social media, but at the end of the day, you know that communication and customer service is about honesty, accuracy and timeliness, not the tool it is delivered by.

You are bold, straightforward and genuine, with a dash of humour. Above all, you value collaboration and being a part of a team.

## **Roles & Responsibilities**

- Provide guidance and assistance to a portfolio of Strata Corporations
- Advise the Strata Council regarding the application of their bylaws, the Strata Property Act and other relevant legislation (Real Estate Services Act, Residential Tenancy Act and Workers Compensation Act)
- Have strong working knowledge of relevant legislation
- Manage and/or supervise site staff, contractors
- Oversee special projects
- Prepare annual maintenance schedules
- Regularly attend site inspections
- Prepare for and effectively chair council and general meetings, generally held in

# Tribe

## Community Mgmt With ♥

the evening

- Supervise or contract building managers, security, maintenance, professional or other services required by a Strata Corporation
- Respond to emergencies & filing insurance claims
- Perform procurement duties (soliciting bids, reviewing contracts, processing invoices, overseeing contractor work, administering special projects)
- Recruit and supervise site staff as needed
- Prepare annual council budgets, ensuring collection of fees and levies, and accounts are received and paid on time
- Perform administrative functions (preparing notices, reviewing accuracy of certificates, updating building information, etc)
- Regularly visit and inspect sites
- Other duties and projects may be assigned based on operational requirements and in accordance with the management services agreement.

Notes:

*\*This position will require work outside regular business hours, weekends or holidays.*

*\*\*These job duties may be amended from time-to-time by Tribe Mgmt Inc.*

### **Knowledge, skills and abilities**

- Must be a licensed Strata Representative
- Rental representative license is an asset
- 1-2 years' experience managing residential strata properties, previous experience in a property management environment or similar related professional environment
- Demonstrate excellent organizational and time management skills and possess the ability to work in a high volume, fast-paced environment
- Possess superior communication skills, both written and verbal with a successful track record in working with clients/staff at all levels
- Be able to multi-task, prioritize to meet precise deadlines and be able to adapt quickly to change
- Comfortable using web apps
- Demonstrate a high level of accuracy and attention to detail
- Possess excellent computer skills in MS Office (especially in Word and Excel)
- Possess Valid BC driver's license and automobile with business insurance



### **To succeed you must...**

- Be a team player and enjoy collaboration
- Have a passion for customer service and problem-solving
- Be a self-starter with a roll-up-your-sleeves attitude
- Have excellent interpersonal and time management skills
- Be interested in helping create a new kind of service delivery
- Want to grow your career with the company
- Most importantly – have a willingness to learn

### **Our Company**

We are a Vancouver-owned boutique management company specializing in strata and rental management services. Our company roots are grounded in technology and strata management. In early 2017, a tech-forward and people-forward union occurred. Bazinga! Technologies, a Vancouver-based software company acquired a small a property management company, and from there Tribe Management was born.

Our **Mission** is to connect communities through heartfelt service and innovative technology, while our **Vision** is harmonious community living, informed and inclusive.

At Tribe Management, we strive to build positive long-term relationships with council members and owners. This means transparency in all of our dealings with our communities by ensuring frequent and purposeful communication and easy access to information. We manage assets and care for homes like they are our own.

Over 160 communities across the Lower Mainland trust us with the management of one of their most important possessions – their homes.

### **Environment**

While we operate in a very traditional industry, we are anything but. Tribe is an innovation hub. Our team is continuously raising the bar for strata management through the development of new operational processes and community-focused software. This can be tremendously exciting, as well as frustrating. Directions change and timelines can be delayed. It is important to have both energy and patience.

Our Property Management Team works closely with our Product and Software Development teams, allowing us to work side-by-side in an environment more typical of a



tech start-up than a traditional property management agency. Our living arrangement requires collaboration, creativity, flexibility and an ability to move at a fast pace.

### **Our Culture**

We are a fast-paced, growing company of more than 60 employees. While we typically like to highlight our in-office ping-pong and foosball, kombucha tap and insta-worthy Treat Tuesdays...we are currently working under a phased approach to in-office operations depending on role, responsibility and current health guidelines. We have virtual Town Halls twice a month, match up staff for weekly remote coffee chats to keep connected and are testing out virtual social activities. Most importantly we provide a flexible working environment and have a COVID committee that meets weekly to discuss current pandemic trends to ensure we keep you comfortable and well during these difficult times. Take a look at our Instagram account @tribe\_mgmt to get a feel for our company.

### **Reporting and Peer Relationships**

The Community Manager role lives within the Community Services team at Tribe, reporting to our VP of Management Services.

### **Apply**

Please send cover letter and resume to [info@tribemgmt.com](mailto:info@tribemgmt.com) attention Fiona Therrien, Managing Broker.

**Closing Date:** November 30, 2020.