



**Title:** Resident Manager

**Location:** Waverly Heights area of Winnipeg

At Qualico Properties, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

### **Job Overview**

Reporting to the Director, Property Manager, Residential Department, as the **Resident Manager** you will provide relief of the daily operations of the property. You also act as a representative of Qualico Properties and oversee leasing, administration and tenant relations.

Your day-to-day responsibilities will include:

- Acting as the first point of contact for all tenant inquiries and requests. Ensuring tenants receive excellent customer service.
- Attending to all rental matters, such as processing lease applications, administration of lease agreements, rent collection, showing of vacant units and responding to after-hour issues.
- Conducting routine inspections of suites, common areas, building(s) and property grounds to ensure the property is clean and well maintained. Ensuring required repairs on vacant units are scheduled and completed in a timely manner to minimize vacancies.
- Completing basic seasonal maintenance, including snow removal, application of ice-melt or sand to ensure sidewalk and parking lot safety, and property landscaping.
- Coordinating maintenance work and repairs with in-house maintenance staff or third-party trades. Supervising and ensuring projects are completed according to quality standards.
- Maintaining inventory of property cleaning supplies, plumbing parts etc.
- Completing reports on property performance, including tenant move-in/out reports, property traffic reports, vacancy reports, snow logs and other reports as required.
- Supervising, developing and providing guidance to on site team members. Ensuring clear direction is given and that work is carried out in a safe manner.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

### **Essential Requirements**

- High School Diploma, or equivalent.
- Minimum 1 year of relevant experience in a supervisory position.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment, Microsoft Office Programs (Outlook, Word, SharePoint, Teams and Excel) and property management software (Yardi etc.).

## What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Staying current with technical job skills.
- Consistently meeting customer expectations.
- Taking responsibility for the outcomes of decisions and actions.

## Work Conditions

You primarily work within their suite or at an assigned location on the property. Living at their assigned property will be required. Travel to other properties or regional office is required. The job requires working evenings and/or weekends. This work often cannot be anticipated and is in addition to regular work hours.

## About Us

Since 1951, Qualico has grown from a small residential developer to one of the largest privately held development companies in western Canada.

As part of Qualico, a fully-integrated real estate company with nearly seven decades of experience, we work alongside experts in community building, home and multifamily builders, and manufacturers of building materials. Together, we're able to integrate our properties into the communities we build and collaborate to increase the density around our sites.

Through it all, we prioritize the people who use our spaces, whether they're customers, or people collaborating in an office setting.

We consider their aspirations and strive to improve their overall experiences. Through the lenses of development (what we build), leasing (who we invite into our sites), and property management (how we support our tenants) we work alongside the rest of Qualico to build a better city: one that facilitates connections and brings people together. Find out how we're working towards building a better city. For more information, please click [here](#).

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

**Closing date:** July 17, 2026

[Apply Here](#)