



Title: Director, Property Management, Station Lands

Location: 1300 EPCOR Tower 10423 101 St. NW, Edmonton

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 Vice-President, Property Management, as the **Director, Property Management, Station Lands** you will provide senior-level oversight of Station Lands including Epcor Tower, The Switch Residential Tower(s), Ground Floor Retail, and all future developments at Stations Lands, with a focus on strategic property performance, tenant relations, operational excellence, stakeholder engagement, and long-term asset value.

You will strengthen tenant relationships, support leasing and retention objectives, oversee operational performance, and ensure property management teams, building staff, contractors, and third-party service providers are aligned with ownership expectations and tenant service standards.

Your day-to-day responsibilities will include:

- Ensuring commercial and residential tenant relations are fostered to provide positive, professional relationships and remaining informed about tenant leasing, operational, service, and occupancy needs.
- Serving as the senior relationship lead for tenants and ownership, while providing strategic support to brokers, leasing representatives, and other key stakeholders.
- Acting as the primary escalation point for tenant matters, including operational issues, active lease discussions, service expectations, and issue resolution.
- Representing ownership in tenant meetings, lease-related discussions, and matters requiring senior-level relationship management.
- Supporting tenant retention, renewals, expansions, and occupancy strategies in collaboration with leasing teams.
- Implementing policy as needed for the team to ensure tenants receive prompt, professional, and effective service.
- Overseeing tenant experience initiatives, communications, engagement strategies, amenity programming, and tenant-facing services to support Class A property expectations and enhance tenant satisfaction and retention.
- Promoting a tenant-focused, accountable, and service-driven culture.
- Monitoring financial performance and provide senior-level insight on financial risks, operational opportunities, and long-term asset performance.
- Providing oversight of CAM recoveries, reconciliations, tenant allocations, commercial billing practices, and lease compliance.
- Reviewing and interpreting lease provisions related to operating costs, utilities, tenant obligations, recoveries, and service standards.
- Providing senior oversight of property performance, service delivery, building presentation, tenant-facing spaces, and operational standards in alignment with Class A expectations.
- Ensuring operational issues, tenant concerns, service concerns, and risks are escalated and resolved effectively.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A creative thinker; you identify new ideas, techniques and opportunities to improve performance and productivity.
- A leader; you develop or improve the skills of others through effective coaching and guidance.

Essential Requirements

- Licensed with RECA.
- Post-Secondary education in Business Administration, Real Estate, Property Management, or equivalent.
- Minimum 10 years of commercial and residential property management experience in a senior or managerial position.
- Significant senior-level experience in commercial property management, tenant relations, or asset management.
- Experience with Class A office assets or institutional-quality commercial portfolios.
- Prior experience working with budgets, financial statements, capital budget expenditures, forecasts, and variance reporting.
- Strong knowledge of CAM recoveries, lease interpretation, commercial billing practices, tenant allocations, and lease compliance.
- Knowledge of the Residential Tenancy Act (Alberta).
- Proven ability to manage relationships with tenants, ownership, senior stakeholders, leasing representatives, contractors, and internal teams.
- Understanding of construction processes and terms.
- Proficient in Microsoft Office programs (Outlook, Word, Excel, PowerPoint, Teams and SharePoint) and property management software (Yardi). Strong knowledge of commercial property management principles, Class A office standards, lease administration, CAM recoveries, operating budgets, capital budgets, vendor oversight, and tenant service standards.
- Ability to interpret commercial leases, operating cost provisions, tenant obligations, utilities, recoveries, and related financial matters.
- Ability to review operational, financial, and service-related information and provide senior-level recommendations.
- Satisfactory verification of criminal record check.

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 in an office setting during regular business hours with some overtime may occasionally be required.

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 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 better cities. For more information, 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 reasons to come to work every day.

Closing Date: July 31, 2026

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