

Position: Resident Manager (Live-In Position)

This Opportunity:

We are looking for a qualified and professional Resident Manager to join our team and provide property and building management services to our tenants at [Aria](#).

Aria is a boutique rental residence, curated by award-winning developer Qualex-Landmark™. Located in the heart of Oakridge, our collection of 52 rental homes thoughtfully combines quality materials, functional design, and carefully planned living spaces. Designed to elevate contemporary rental living, Aria is a welcoming family and pet-friendly community with stellar tenant satisfaction and online reviews.

The ideal candidate will bring strong leasing, administrative, and customer service skills to ensure that the rental building is running smoothly. This role requires a proactive, detail-oriented professional who is committed to maintaining a well-managed, organized, and welcoming rental community.

Requirements:

- 3+ years of rental building management and/or rental leasing experience required.
- Ability to **work and live on on-site at [Aria Building](#)**, located in Oakridge, Vancouver.
- Familiarity with the Residential Tenancy Act.
- Familiarity with multi-family building systems, maintenance and upkeep requirements. Ability to communicate knowledgeably with building mechanical, elevator, and other maintenance contractors. Basic handyman and/or painting skills is a plus.
- Excellent administrative skills with a high level of organization, attention to detail, and accuracy.
- Strong computer proficiency, including MS Word, Excel, Adobe Acrobat/PDF, Google Workspace (G Suite), email, and smartphone applications. Experience in Yardi is a plus.
- Ability to follow both oral and written instructions and maintain effective, cooperative working relationships.
- Strong problem-solving skills with the ability to diagnose and troubleshoot building and facility systems.
- Effective time-management skills; highly organized, proactive, and able to work independently as well as collaboratively.
- Demonstrated solid work ethic and unquestionable integrity.
- Fluency in English, with strong verbal and written communication skills.
- A professional and courteous manner with residents, visitors, contractors and fellow team members.

General Duties:

The Resident Manager is responsible for tenant relations, leasing, and day-to-day operations of the property, serving as the primary on-site representative of the Company. The Resident Manager will:

- Respond to rental inquiries, conduct suite showings, and actively market available units to maintain high occupancy.
- Screen applicants, verify references, collect deposits, and accurately prepare and process all tenancy documentation.
- Ensure full compliance with the Residential Tenancy Act, including serving required notices and protecting the Landlord's interests.
- Manage tenant move-ins and move-outs, including scheduling, documentation, and suite inspections.
- Maintain accurate tenant records, rent rolls, and administrative files; review monthly reports and identify discrepancies.
- Respond promptly and professionally to resident inquiries and concerns via email and phone.
- Ensure all paperwork, correspondence, and reporting are completed accurately, thoroughly, and on time.
- Monitor and oversee building systems, including HVAC, electrical, mechanical, and structural, ensuring issues are identified and addressed promptly.
- Coordinate maintenance requests and liaise with trades and contractors as required, obtaining quotes and following up to ensure timely completion.
- Conduct regular property walk-throughs to ensure overall cleanliness, safety, and presentation standards are maintained.
- Perform regular cleaning and vacuuming of lobby, common areas both inside and outside.
- Perform seasonal maintenance tasks such as power washing, salting, and snow removal in the building's front entry area.
- Support the Property Manager with administrative tasks and special projects as required.

This role requires strong organizational, communication, and problem-solving skills, along with the ability to manage multiple priorities in a professional and detail-oriented manner.

Please note this position requires physical labour from time to time (e.g. heavy lifting, bending, climbing ladders, mopping floors etc.) and you must be able to lift 50lbs.

Our Company:

Qualex-Landmark™, one of Western Canada's most respected development groups, has been building boutique, award-winning, residential and mixed-use properties for over 30 years. Our portfolio is defined by quietly iconic communities, born out of our highly detailed approach to development. With over 2,500 homes and 27 outstanding communities built to date, our uncompromising commitment to quality construction and innovative design has cemented our reputation as a trusted developer. We are a company focused on growth and have built a philosophy of doing the right thing with a humanistic approach.

Compensation and Benefits:

- Competitive annual salary: \$50,000-\$55,000
- Rent subsidy (for Live-In only)
- Discretionary annual bonus
- Two weeks paid vacation + sick days
- Extended health insurance, including dental, vision, etc.

Location: 488 W 41st Ave, Vancouver

Schedule: Monday - Friday; some weekend and evenings will be required for leasing showings and move-ins/outs. This role is on call for emergency coverage on weekdays and weekends.

To Apply:

Individuals meeting the criteria above are asked to submit their resume and cover letter in PDF format via email to careers@qualex.ca.

While we thank all candidates for their interest, only select individuals will be contacted for follow-up.