



Exhibition Place

JOB OPPORTUNITY

JOB TITLE: Tenant Relations Coordinator

JOB TYPE: Permanent

HOURS OF WORK: 35 hours/wk.

SALARY RANGE: \$62,590 - \$78,939/year

POSTING DATE: August 10, 2018

CLOSING DATE: September 7, 2018

Reporting to the Senior Event Coordinator, the Tenant Relations Coordinator will oversee all activities related to tenants including supporting the coordination, delivery and administration of tenant relations.

Major Responsibilities:

- Act as the primary point of contact for tenants and review, analyze and address tenant needs.
- Liaise with tenants regarding service requirements and coordination of scheduled maintenance functions across Exhibition Place that may affect tenant operations.
- Coordinate the resolution of all tenant issues.
- Implement and maintain an on-going tenant awareness program including the development and production of monthly newsletters and regular tenant meetings.
- Inform tenants of large scale and special events on a regular basis.
- Verify compliance with terms and conditions of leases and take action when necessary.
- Implement and maintain tenant contact lists and maintain all tenant files including records of tenant insurance certificates and tenant licences from the Alcohol and Gaming Commission of Ontario (AGCO), as required.
- Prepare initial estimates and/or quotations for services, obtain tenant authorization, and review/track all additional services/charges.
- Liaise with Directors, Managers and Coordinators and, on an as needed basis, provide guidance and supervision to staff in the delivery of services to tenants.
- Market rental items, equipment, and services to tenants.
- Liaise with tenants to verify compliance of fire and safety codes, and building regulations.
- Obtain information and/or documentation on incidents and vandalism for insurance claims, as required.
- Liaise with Capital Works to minimize the impact of projects on tenants.
- Liaise with City of Toronto Real Estate Division on all leasing matters in accordance with the requirements of the City of Toronto Municipal Code.
- Liaise with tenants for all matters related to the commencement or expiration of leasehold tenancies and occupation at Exhibition Place.
- Assist in preparation of reports, leases and Request for Proposals documents related to existing and future tenants.
- Assist with the coordination of tenant events as they relate to services or activities that are the responsibility of Exhibition Place outside the tenanted premises.
- Perform other duties as assigned, including the duties of an Event / Meeting Coordinator for small scale events and assisting in covering off shifts.

Key Qualifications:

1. Certificate in Facility Management or in another discipline pertinent to the job function or equivalent combination of education and experience.
2. Several years' experience in a property management / commercial property management roles in a tenant relations capacity.
3. Experience in directing staff in a property management environment.
4. Experience utilizing software packages (word processing, spreadsheets and electronic mail).
5. Demonstrated knowledge and ability to interpret collective agreements, and applicable codes, standards, guidelines and government legislation specifically the *Occupational Health & Safety Act*, Workplace Hazardous Materials Information Systems regulations, Fire Code and Building Code.
6. Good interpersonal skills with the ability to communicate effectively both verbally and written at all organizational levels.
7. Proven customer service skills.
8. Working knowledge of facility management software an asset.
9. Ability to work days, evenings and weekends including holidays, as required to support operational requirements.

How to Apply:

To apply for this position, mail, fax, e-mail or hand deliver resume/application and cover letter which describes your qualifications in relation to the qualifications required to: P Woods, Human Resources Consultant, 100 Princes' Boulevard, Suite 1, Exhibition Place, Toronto, Ontario, M6K 3C3. Fax (416) 263-3690 or by e-mail to humanresources@explace.on.ca

Accommodation:

Exhibition Place is committed to fostering a positive and progressive workforce. We will provide equitable treatment and accommodation to ensure barrier-free employment in accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and Exhibition Place's Accommodation Policy. You can request accommodation at any stage of our hiring process.

If you are invited to participate in the assessment process, we ask that you provide your accommodation needs in advance at that time. Please be advised that you may be requested to provide medical/other documentation to Human Resources to ensure that appropriate accommodation is provided to you throughout the process.

We thank all applicants, however, only those who meet the minimum qualifications will be considered for review.