



# Membertou

WELCOMING THE WORLD!

## Employment Opportunity

**Job Title:** Property Manager- Tenant Relations (1 Year- Maternity Cover)  
**Department:** Corporate  
**Reports To:** VP Business Development  
**Salary:** Commensurate with experience

### **Why Join Us?**

Membertou is a progressive, urban Mi'kmaq community located on Unama'ki (Cape Breton Island) — a place where innovation meets tradition, and where people, purpose, and prosperity move together. Recognized nationally for its strong governance, economic leadership, and community spirit, Membertou is one of five Mi'kmaq First Nation communities in Cape Breton and the first Indigenous community nationwide to achieve ISO 9001:2008 certification. It has also achieved ranking among Canada's Top 50 Best Managed Companies.

Membertou's success is grounded in family, culture, and balance; values that shape how we live and how we work. Membertou Properties Ltd. oversees a diverse and expanding portfolio including commercial, retail, hospitality, healthcare and community facilities, with more than 140 tenant leases across 336,800 sq. ft. of space. With new developments set to double this portfolio within five years, anchored by the transformative Seventh Exchange Project, this is a rare opportunity to join a growing, nationally recognized organization leading with integrity, balance, and vision.

### **The Opportunity**

We are seeking an energetic, organized, and customer-focused Property Manager to oversee our leasing operations and tenant relations, supporting occupancy and revenue performance across MPL's commercial portfolio. The Property Manager - Tenant Relations will assist with tenant relations, property maintenance coordination, and administrative tasks to ensure smooth property operations. You will be the face of the property, driving occupancy and cultivating long-term loyalty by ensuring a seamless, high-quality customer experience

### **Key Responsibilities**

- Maintain accurate data entry and filing of tenant records, contracts, and legal documents
- Build and maintain positive tenant relationships and address concerns proactively
- Manage day-to-day operations of multiple properties, ensuring they are well-maintained and compliant with all regulations.
- Coordinate tenant onboarding and occupancy processes
- Collaborate with the Lead Property & Project Manager on tenant fit ups and space planning
- Coordinate property maintenance requests and work with facilities management teams to ensure timely repairs
- Handle tenant inquiries via phone and in person with professionalism and excellent phone etiquette
- Support rent collection efforts, upselling additional services or amenities when appropriate

- Assist in conflict management between tenants or vendors to maintain positive relationships
- Liaise with ownership to establish annual strategy for properties, including but not limited to recommendations for marketing and leasing activity, building upgrades, and tenant retention initiatives;
- Engage in customer relationship management to foster positive resident experiences
- Ensure adherence to all legal requirements related to landlord-tenant law
- Foster a respectful, culturally informed work environment
- Work with partners and community organizations

### **Required Skills & Competencies**

- Excellent communication, interpersonal, and relationship-building skills.
- Strong problem-solving and decision-making abilities.
- Proficiency with Microsoft Word, Excel, and electronic file systems.
- Experience preparing financial statements and managing budgets.
- Knowledge of building systems, maintenance, and lease administration.
- Comfortable managing tenant relationships, renewals, and negotiations.
- Ability to work independently and collaboratively within a corporate team.
- Understanding and the embodiment of Membertou's values: family, culture, and balance.

*Preference is given to Indigenous peoples in accordance with the Aboriginal Employment Preferences of the Canadian Human Rights Commission.*

### **Apply Today**

If you're passionate about building relationships, leading with integrity, and contributing to a growing community, we would love to hear from you.

To Apply: Submit your cover letter and résumé to:

Membertou Human Resources Department

**Attention: Scott Thomas**

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Membertou, NS B1S-2P5 Or via e-mail to: [jobs@membertou.ca](mailto:jobs@membertou.ca)

**DEADLINE FOR APPLICATIONS: Monday, June 22<sup>nd</sup>, at 4:30 PM AST.**

*Thank you for applying, however, only those selected for an interview will be contacted. Membertou reserves the right to pause, extend or revoke this posting at any time without notice.*