Director, Property Management
(Permanent, Full-time)

ORGANIZATION BACKGROUND:

Villa Charities Inc. (VCI) is a registered charity and non-profit organization that enriches lives through experiences and services that honour Italian culture and heritage. For more than 50 years across the GTA, Villa Charities has provided cultural and educational programs and supported culturally sensitive long-term care and independent living apartments for seniors. VCI fulfills their mandate through a broad range of activities, services and facilities, both directly and in conjunction with its affiliates and independent organizations. Affiliates include Columbus Centre and Joseph D. Carrier Art Gallery; Villa Colombo Homes for the Aged Inc. in Toronto; Villa Colombo Seniors Centre (Vaughan) Inc. Di Poce Centre; Italian Canadian Benevolent Seniors Apartments Corporation/Casa Abruzzo Benevolent Corporation with apartments for independent seniors (Caboto Terrace, Casa Del Zotto and Casa Abruzzo); and Leonardo Da Vinci Academy. Each of these organizations is an integral part of the Villa Charities family with separate legal status and its own governance Board. For more information visit villacharities.com.

Additionally, Villa Charities is Great Place to Work® Certified™, an official recognition for employers who create an outstanding employee experience and an amazing workplace culture. Every day, our team works hard to deliver our mission of enriching lives through experiences and services that honour Italian culture and heritage.

POSITION SUMMARY

Reporting directly to the Chief Executive Officer (CEO), the Director, Property Management provides strategic leadership and operational oversight for Villa Charities' diverse property portfolio, including seniors' housing, residential and commercial properties, community facilities, and capital assets.

As a member of the senior leadership team, the Director is responsible for developing and implementing property, facilities, housing, and asset management strategies that support organizational sustainability, resident and tenant satisfaction, regulatory compliance, and long-term capital preservation. The position provides leadership in property operations, facilities maintenance, capital planning, construction and renovation projects, security and emergency preparedness, risk management, and housing administration.

As a member of the Senior Leadership Team, the Director contributes to organizational strategy, operational planning, risk management, and long-term capital investment decisions. The Director leads a multidisciplinary team and collaborates closely with senior leaders, residents, tenants, external partners, consultants, contractors, and government stakeholders to ensure Villa Charities' assets are managed safely, efficiently, and in alignment with the organization's mission and strategic priorities.

PORTFOLIO OVERVIEW

The Director, Property Management is responsible for the strategic and operational oversight of a diverse multi-site property portfolio that supports the mission and operations of Villa Charities.

The portfolio includes:

- 636 residential units located across three residential housing communities;

- Columbus Centre, a multi-use cultural, recreational, commercial, and community hub featuring athletic facilities, including a fitness centre, swimming pool, racquet courts, dance and athletics studios, an art gallery, restaurant, office space, and event and meeting facilities;
- Property and facilities support services for Villa Colombo, a 391-bed long-term care home;
- Multiple capital assets and infrastructure systems supporting community, residential, cultural, and healthcare-related operations.
- The Director provides leadership to a multidisciplinary team that includes Property Managers, Facilities Management staff, supervisors, maintenance personnel, and contracted service providers.

KEY RESPONSIBILITIES

Strategic Leadership & Asset Management

- Develop and implement long-term property and asset management strategies aligned with VCI Strategic Plan & priorities.
- Provide strategic advice and recommendations to the CEO regarding property, housing, facilities, infrastructure, and capital asset matters.
- Lead the development and execution of asset lifecycle and capital replacement plans.
- Monitor building condition assessments and establish priorities for infrastructure renewal and investment.
- Identify opportunities to improve operational efficiency, sustainability, energy management, and asset performance.
- Develop key performance indicators (KPIs) to measure property, housing, and facilities performance.

Property & Housing Operations

- Oversee the effective operation of all residential, and community properties.
- Ensure high-quality property management services, including tenant and resident relations, lease administration, occupancy management, and issue resolution.
- Develop, implement, and continuously improve SOPs, workflows, service standards, and reporting processes.
- Establish and maintain service standards that promote resident, tenant, and stakeholder satisfaction.
- Ensure compliance with all applicable legislation, regulations, and operating requirements related to property and housing operations.
- Oversee policies, procedures, and operational practices that support safe and efficient building operations.
- Ensure compliance of all required reports and City Guidelines from the Service Manager
- Maintain close coordination with the Service Manager in the delivery of Social Housing Programs

Facilities Management & Maintenance

- Direct all preventive, corrective, and lifecycle maintenance activities across the property portfolio.
- Ensure building systems, equipment, and infrastructure are maintained in a safe and reliable condition.
- Oversee service contracts, contractor performance, and vendor relationships.
- Ensure compliance with applicable health and safety, fire safety, environmental, accessibility, and building regulations.
- Monitor service delivery standards and maintenance performance to ensure high levels of operational excellence.

Capital Planning & Project Management

- Lead annual and multi-year capital planning processes.
- Oversee capital projects, renovations, and major repair initiatives from planning through completion.
- Manage architects, engineers, project managers, consultants, and contractors to ensure projects are delivered on time and within budget.
- Monitor project risks, budgets, schedules, and quality standards.
- Prepare business cases and recommendations for capital investments and infrastructure improvements.

Financial Management

- Develop and manage operating and capital budgets for the Property Management department.
- Monitor expenditures and financial performance, cost-discipline ensuring effective stewardship of organizational resources.
- Lead reserve fund planning and capital forecasting processes.
- Prepare financial analyses, reports, and recommendations for the CEO and senior leadership team.
- Identify cost-saving opportunities while maintaining service quality and asset integrity.

Risk Management, Security & Emergency Preparedness

- Lead the development, implementation, and ongoing maintenance of organizational emergency preparedness and business continuity plans.
- Coordinate emergency response protocols across all VCI properties and facilities.
- Lead emergency exercises, simulations, and preparedness initiatives.
- Serve as a key organizational lead during facility-related emergencies and critical incidents.
- Collaborate with the HR Director regarding workplace safety matters and emergency response planning.
- Liaise with emergency services, municipal agencies, and external stakeholders as required.
- Investigate significant incidents and implement corrective actions as required.
- Oversee incident response, insurance coordination, vendor compliance, and risk mitigation.
- Maintain clean documentation and communication trails suitable for audits

People Leadership

- Provide leadership, coaching, mentoring, and performance management to department staff.
- Foster a culture of accountability, continuous improvement, collaboration, and customer service excellence.
- Support workforce planning, succession planning, and professional development initiatives.
- Promote a safe, respectful, and inclusive workplace environment.
- Lead departmental change management initiatives and organizational improvement efforts.

Stakeholder & Community Relations

- Build strong relationships with residents, tenants, families, community partners, contractors, consultants, and regulatory agencies.
- Represent Villa Charities in meetings with government officials, community organizations, and external stakeholders.
- Prepare reports, presentations, and recommendations regarding capital investments, property strategy, infrastructure renewal, risk management and major projects for executive leadership and Board committees as required.
- Support organizational initiatives that strengthen community engagement and service excellence.

WHAT DO YOU NEED TO SUCCEED

Required:

- A post-secondary degree or diploma. A degree/diploma in Property Management, or other related field is preferred
- One or more of the following professional designation: Certified Facility Manager (CFM), Certified Property Manager (CPM), Facility Management Administrator (FMA), Real Property Administrator (RPA)
- Seven (7) plus years property management experience
- A minimum of five (5) years experience in people management
- Excellent analytical and financial management skills with experience in developing business cases, preferably for a charitable and not-for-profit organization
- Experience having oversight of multiple properties
- Advanced knowledge of the Occupational Health and Safety Act and its Regulations, the Ontario Fire and Building Code and other applicable legislation
- Strong Knowledge of social and affordable housing provincial/municipal legislations and directive on non-profit housing programs, including RGI Subsidy Administration.
- Strong knowledge of Housing Services Act, Residential Tenancies Act, Accessibility for Ontarians with Disabilities Act(AODA) & PIPEDA.
- Excellent knowledge of Excel, Word and other Microsoft and business applications/tools, including electronic work order and asset management systems
- Experience in working with NewViews, YARDI
- Ability to work efficiently and effectively in a fast-paced environment with flexibility to handle last minute changes
- Excellent interpersonal, communication (oral and written), and organizational skills
- Excellent customer service and conflict resolution skills
- Strong influencing skills, excellent problem solving, analytical and priority management skills
- Self-motivated with the ability to work independently in a multi-task high pressure environment
- Availability to be on-call for major maintenance problems
- A valid driver's license, as travel between property sites is required
- Knowledge of and appreciation for Villa Charities' mission and the Italian-Canadian community is considered an asset.

Nice to Have:

- Italian Speaking
- RPA/MBA/Engineering
- Experience in implementing quality improvement and risk management programs
- Experience working with volunteer Board of Directors

SALARY:

Range : $115,000-$140,000 commensurate with qualifications, experience, and demonstrated leadership in multi-site property management environments.

Villa Charities Inc. offers a comprehensive benefits package including GRRSP (currently 4.5% Employer Contributions), a free gym/health club membership (on-campus), and much more.

GENERAL RECRUITMENT STATEMENT

Villa Charities Inc. is an equal opportunity employer committed to a diverse and inclusive workplace. We recruit and hire without discrimination and are committed to fair and accessible recruitment practices.
Accommodation is available upon request for candidates participating in all stages of the recruitment and selection process, in accordance with applicable legislation.
Villa Charities Inc. does not use artificial intelligence in its recruitment process. We thank all applicants for their interest; only those selected for an interview will be contacted.
This posting is for an existing vacancy.

HOW TO APPLY

Interested in making a lasting impact with a collaborative and high performing team? Please email your resume and cover letter to careers@villacharities.com.