

CONTRACTS MANAGER

Purpose of Position

The Contracts Manager is responsible for overseeing lease/licence management, commercial related customer relations and assisting with business development activities.

Position Links

Reporting to the Chief Administrative Officer (CAO), the Contracts Manager develops and maintains relationships with:

Internal:

- Chief Administrative Officer (CAO)
 - Contracts Manager
 - Contracts & A/R Administrator (direct report)
- Director, Infrastructure
 - Asset Management Coordinator
- Director, Operations
 - Manager, Marinas
 - Marina Operations Coordinator
- Manager, Finance
 - Senior Accountant
 - Financial Analyst
- Other GVHA Corporate, Operations, and Maintenance staff

External:

- Western
- Customers
- Stakeholders
- Public
- Municipalities/Government Ministries/City of Victoria/First Nations

Specific Accountabilities

Strategic:

- Manages the commercial functions of GVHA
- Provides accurate commercial forecasting, reports, and contributes to planning initiatives, and presents recommendations and updates to the CAO & CEO on a regular basis
- Provides CAO & CEO advice and recommendations on strategic initiatives including the analysis of budgetary implications regarding commercial activities

Commercial Management/Planning:

- Directs short-term and long-term commercial planning, budget development, and business plan initiatives to achieve facility targets and support strategic goals and objectives, per approved budget and business plan
- Establishes and develops key commercial performance metrics for GVHA's facilities, to achieve strategic goals/objectives and for comparison with similar organizations
- Defines commercial requirements and liaises with CAO and Manager, Finance (on business cases, Facility Maintenance Fees and the Common Area Maintenance Fees set out in contracts/agreements)
- Develops, establishes and directs execution of GVHA's commercial policies to support overall company policies and objectives

Contracts Administration:

- Oversees commercial agreements with customers and other stakeholders at all facilities
- Maintains positive customer communications and customer relations
- Negotiates all terms for lease/licence agreements for CAO/CEO/or Board approval depending on length of term
- Maintains key performance indicators/performance metrics to promote quality management and continuous improvement in contracts administration
- Assists on any zoning alterations required subject to Board approval
- Establishes processes, policies, procedures, templates to streamline contracts administration

Business Development:

- Assists as part of the business development team to identify new opportunities at all GVHA facilities to enhance utilization of facilities, grow revenue base, identify cost control/recovery opportunities
- Assists in business development, diversification, acquisition and growth activities to support overall business objectives and plans
- Leads the review of unsolicited business proposals and evaluates based on corporate policies and objectives for recommendation to Leadership team
- Leads the initiation and execution of market analysis for new business opportunities

Financial Responsibilities

- Signing/spending authority as per Corporate Delegation of Financial Authority Policy
- Prepares annual commercial budget
- Reviews monthly financial statements and provides oversight on budget to actual variances in the Commercial area
- Reviews and approves monthly Rent Rolls for all facilities
- Authorizes payments consistent with commercial agreement terms
- Exercises remedies, with CAO, Manager, Finance, or Facility Managers when an agreement is in default
- Develops GVHA's commercial pricing principles including base rents, concession opportunities and other for existing and future lease/licence negotiations in conjunction with the CAO and/or Manager, Finance

Supervision

- Supervises 1 direct report

- Leads the supervision, performance management and conducting of performance reviews for direct report
- Provides direction, training, coaching and motivation to direct report

Tools/Equipment

- Operates standard office equipment
- Operates personal computer for word processing, spreadsheets, electronic mail, calendar, internet etc.

Working Conditions

- Office environment (approx. 70% of time)
- Frequent field visits and meetings with existing and potential customers (approx. 30% of time)
- Occasional evenings and/or weekends due to commercial operational requirements (e.g. open houses, meetings, etc.)
- Potential for challenging customer situations

Experience and Education

- Post-secondary education in related field is preferred
- Minimum 7 years' experience managing commercial property
- Minimum 7 years' administering commercial contracts and/or legal agreements at a mid-senior level
- Experience in negotiating contracts/agreements
- Proficient in MS Office
- Business development experience
- Paralegal experience in commercial leasing would be an asset

Knowledge, Skills, and Abilities

- Working knowledge of property management and customer relations
- Working knowledge of urban planning would be an asset
- Strong property financial knowledge
- Excellent stakeholder and customer relation skills
- Strong verbal and written communication skills, with proficiency in negotiation
- Excellent attention to detail skills
- Demonstrated team player
- Ability to be customer oriented and to exchange information, and deliver innovative solutions to customers in a timely, professional manner
- Ability to anticipate customer needs and commit to respond in agreed time frames
- Ability to develop and maintain honest and respectful relationships that help fulfill the expectations and needs of stakeholders
- Ability to develop and maintain effective working relationships with groups and individuals with diverse or competing interests or diverse perspectives in both the public and private sectors
- Ability to exercise tact, good judgment, discretion, confidentiality and flexibility in project delivery

- Ability to manage and organize workload and concurrent projects while taking into consideration changing priorities and deadlines, emerging issues, impact of decisions, and competing and conflicting demands
- Ability to provide concise and accurate information verbally and in writing, including reports, presentations and correspondence in a language suitable to the audience
- Proven ability to identify, evaluate and develop new ideas and support with results
- Ability to think creatively for business development, lease revenue, solutions
- Ability to adapt to changes in work environment, work assignments, and/or changes in organizational priorities