

“SCHEDULE A” to SERVICES AGREEMENT
Site Manager
JOB DESCRIPTION
Peel Condominium Corporation 122 (“PCC 122”)
Year 2022

Job Category: Site Manager
Site Description: Townhouse Condominium Complex
Job Type: Part Time - Independent Service Contractor
Compensation: Hourly
Hours: Monday to Friday – up to 4 hours per day as required
Location: On site - 7080 Copenhagen Road, Unit 91, Mississauga, ON L5N 2C9
Reporting To: Board of Directors (“BOD”)

Requirements:

- Valid CMRAO General Licence to manage condominiums
- Intermediate to advanced computer skills using MSOffice (Word and Excel required) and Outlook
- Experience and aptitude dealing with homeowners, tenants, contractors and general public
- Highly developed interpersonal, communication, time management and reporting skills
- Ability to maintain the property in a manner acceptable to the BOD
- Ability to prioritize tasks, organize work areas and file paperwork in an orderly fashion
- Review all outgoing documents, (emails, notices, letters, etc.) that pass your desk for accuracy before sending
- Use initiative, cooperate and work successfully in a team environment
- Sense of urgency to complete tasks effectively and efficiently
- Valid driver’s licence, own and drive a vehicle
- Coordinate, attend and participate in the monthly Board of Director meetings and the Annual General Meetings
- Maintain the confidentiality of all Corporate information
- Contribute to the successful management and financial economics of the complex

Office/Administration:

- Answer telephone, retrieve voicemails, respond to emails and inquiries promptly
- Collect and review mail and file relevant correspondence
- Prepare/process correspondence, work orders and reports
- Source quotes from suppliers, contractors, etc. and recommend appropriate vendors
- Ensure all contractors abide by Work Order Terms & Conditions and have required insurance or sign the Corporation’s Waiver
- Log details of all sensitive or controversial issues and report them to the Board via email
- Immediately report emergencies to the Board via email
- Keep accurate records of events that involve disputes for potential legal investigation purposes
- Book minor services and emergencies without BOD approval up to a maximum of \$750 before tax and advise at least one Board member of such activities
- Purchase supplies for office, meeting hall and complex
- Maintain up-to-date owner information on spreadsheet columns for merging applications
- Create and distribute notices and news releases to unit owners
- Maintain resident and contractor files
- Suggest improvements to site management procedures and site areas
- Be onsite or assign a designate when major projects are in progress
- Collect all waste/garbage in unit #91 and set out for pickup every week
- Job Function Instruction Manual - Maintain an up-to-date, detailed manual of all job duties and activities with relevant passwords, websites accessed, contact names and coordinates, actions and processes required to complete each function. This manual is required for reference during potential critical/emergency situations in case someone needs to step in and/or over the long term, as the case may be, to adequately provide a relatively seamless, continuous performance of this service

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- Adhere to the Quality System Standard Operating Procedures (QSSOPs) of the Corporation
- Read The Condo Manual and keep on hand for reference
- Utilize and become familiar with the QSSOPs for templates, protocols, information, procedures and guidelines
- Create and deliver notices as required by the Condominium Act and the CAO (e.g. PIC, NOIC)

Accounting Duties:

- **Accounts Receivable:**
Cheques for Maintenance Fees:
 - Collect, check for errors and sort the annual owner maintenance fee cheques
 - Process maintenance fees in QuickBooks and prepare/make bank deposits as required
 - Deposit owner maintenance fee cheques into the Operating bank account on the first day of each month (weekends and holidays excepted)
- **Pre-Authorized Debit Agreements (PAD) for Maintenance Fees:**
 - Maintain/update online bank list of owners that pay maintenance fees by PAD
 - Send standard confirmation form to all owners when they register for this service
 - Process maintenance fees in QuickBooks
 - Process electronic transfer of PAD into our Operating bank account on the first day of each month (weekends and holidays excepted)
- **Accounts Payable:**
 - Collect invoices, match with work orders and all back-up paperwork, enter chart of account numbers, approve payment, enter information into QuickBooks
 - Do cheque-run from QuickBooks on the 1st and the 15th of each month
 - Obtain signatures of two Directors
 - Once signed, deliver cheques
- **NSF Cheques** – follow procedures set out in QSSOP-003
- **Other:**
 - Assist planning the annual budget with Treasurer
 - Assist reviewing the Reserve Fund Study with Treasurer
 - Take courses to improve knowledge of QuickBooks

Site:

- Conduct a bi-weekly walk around of the complex, note any irregularities, report concerns to the BOD
- Monitor quality of grounds contractor’s snow removal, request homeowners to move vehicles if required
- Conduct walk with grounds contractor to assess the grounds and ensure summer maintenance is completed properly
- Work with arborist to plant and cull bushes and trees as required
- Hire site authorized casual labor contractors to handle odd jobs as required (must sign Waiver of Liability)
- Inspect all contractor work to ensure it is completed satisfactorily before approving payment
- Ensure satellite dishes are installed according to regulations
- Ensure new HE furnace installations are vented outside through the back of a unit, or out the side of an end unit if feasible
- Ensure new bathroom fan exhaust installations are vented via insulated duct outside through the roof via a separate dedicated hood
- Have existing bathroom fan exhausts that are not vented through the roof, properly vented whenever mold remediation is required to be done
- Monitor vehicles in Visitor Parking and report any unusual patterns and illegal parking

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- Distribute salt on icy areas
- Use own vehicle for any outside trips for PCC 122. Mileage will be reimbursed
- Coordinate all activities for the Meeting Room
- Do an annual spring walk around, document and send report to BOD, record jobs to be done, arrange to complete all action items; update report as items addressed
- General housekeeping of Management Office and facility
- Other duties and activities as assigned by the BOD from time to time

Reports:

- **Activity Report** - Maintain a daily diary of activities and all incoming/outgoing calls
- **Site Manager’s Monthly Activity Report, Work Orders Log Report and Website Activity Report:** Prior to each scheduled Board meeting prepare these reports that cover activities for the previous month and upload them to the “Next Board Meeting Documents” folder in the Dropbox two business days in advance of the meeting to be reviewed by the Board
- **Annual Event Calendar** – Complete monthly activities on this spreadsheet as required. Report the status at each Board meeting
- **Projects Report** – Assist the Treasurer to complete this report and post in the “Next Board Meeting Documents” folder in the Dropbox in advance of each monthly BOD meeting
- **Government Forms** - Ensure all required forms are completed, approved and delivered on the established timelines
- **Inventory/Equipment Reports** – Maintain (update immediately when changes occur) the SOP spreadsheets **QSSOP-032A – Inventory Computers&Accessories** and **QSSOP-032B Inventory Tools&Equipment**, and do a yearly inventory count on the Tools & Equipment and send the results to the Board
- **Accident/Incident Report** – Complete and file this report for all issues that occur on our common area property. Include them in the Monthly Activity Report to the Board

Meetings and Functions:

- **Board of Director Meetings:** submit required reports, attend as required to present the previous month in review
- **Annual General Meeting (“AGM”): to be held Virtually or In-Person**
 - Set up and dismantle the meeting room
 - Create Notice of Meeting sign and install at front driveway entrance one week in advance of meeting
 - Distribute Preliminary Notice of Meeting package to homeowners as required
 - Distribute Final Notice of Meeting package to homeowners in advance of meeting
 - Provide advance maintenance information to the President for the President’s Report at the meeting when required
 - Attend meeting, sit at head table and be prepared to answer questions from the attendees relating to all site management issues
- **Meeting/Party Room:**
 - Manage all administration involved with rental of the Meeting/Party Room
 - Ensure Meeting Room Rental Contract with Terms of Agreement is signed for each rental
 - Ensure both the rental cheque and deposit cheque are signed along with the contract
 - Fees can be paid by PAD (Pre-Authorized Debit). Ensure renter has registered for this service.

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- Ensure the Meeting Room facilities are clean and tidy prior to each event
- Ensure there is no damage to the premises or fixtures, that the fire extinguishers have not been tampered with, that no cleaning or waste removal is required and that the key has been returned before returning the deposit to the renter

Organizations:

- **Condominium Authority of Ontario (CAO)** - <https://www.condoauthorityontario.ca/en-US/about-cao/>
 - **Canadian Condominium Institute (CCI)** - <https://ccitoronto.org/>
 - **Condominium Management Regulatory Authority of Ontario (CMRAO)** - <https://www.cmrao.ca/en-US/about-cmrao/>
 - **Association of Condominium Managers of Ontario (ACMO)** - <https://www.acmo.org/>
- Be familiar with all aspects of the above organizations
 - Access their websites for forms, training info, licence renewals, newsletters, etc.
 - Attend various information courses relating to condo management activities (with Board approval)
 - Inform the Board of upcoming conferences, training courses and activities when email notifications are received
 - Forward emails to owners as requested by CCI or CAO, at your discretion
 - Arrange registration and payment for those attending conferences and training events
 - Keep up-to-date with new and updated forms that are introduced on the websites
 - Renew management licences on time to avoid penalties

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