

2022 BOMA Toronto Member Profile

Marvin Morgan - General Manager, Scotia Plaza

Thanks to my father, I got started in commercial real estate at a young age. He motivated me to consider Property Management as a career, which led to my first job in the industry.

As a 20-year-old university student, O&Y Properties hired me for the summer to handle maintenance and cleaning requests at Scotia Plaza, something I did every year until I graduated.

When I got my degree, I was hired full time as Scotia Plaza's Maintenance Coordinator. Over the next few years, I moved to Property Administrator, then to Property Manager Retail in Mississauga. After 14 years of managing various retail properties, I returned 'home' to Scotia Plaza in 2013 and 3 years later became General Manager. Even though technology has made our processes more efficient over the years, I still find that the best practice for managing property is to treat each tenant as a VIP, exceed their expectations, and ensure complete transparency through open lines of communication.

Exceptional collaboration between our team, tenants, and ownership can result in massive achievements like those that I'm proud to have completed over the past 9 years as General Manager:

- The largest elevator modernization in North America;
- Certification as a Zero Carbon Building - Performance v2, 2020, making Scotia Plaza's 40 King Street West the largest ZCB-certified building in Canada;
- And an entire food court renovation during a pandemic!

How has BOMA Toronto supported your career?

Along the way, my BOMA Toronto membership has really helped me establish meaningful connections throughout the industry. Networking events like the semi-annual Golf Tournaments and Holiday Luncheon are excellent ways to socialize with like-minded colleagues and share ideas that can benefit us all in our day-to-day roles.

Any advice for emerging leaders?

Encouraging others to pursue their ambition is another commitment. Through initiatives such as Take Your Kids to Work Day, a Junior Achievement Tour, BOMA Toronto Emerging Leaders meetings, or giving guided tours of Scotia Plaza, I can share my passion for property management and perhaps motivate young people to consider it too. I also greatly value my membership in the BentallGreenOak Black Professionals Alliance. It enables me to help ensure everyone is treated with respect and dignity at work and has the tools and support they need to succeed in their roles.



I'm always coaxing my staff to join organizations that are important to them; ones that will benefit their career advancement and guide them towards a work-life balance that allows them to prosper both in their professional careers and in life.



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