element™
Lifestyle Retirement Inc.

438 West King Edward Avenue Vancouver
BC, V5Y 0M5
604.676.1418

Business Office Manager

Business Office

At OPAL Vancouver, we are leading the way in redefining seniors' living. We build and manage innovative communities that provide the highest quality of life for seniors and keep families together.

Our Values and Philosophy guide our business and are represented by the word IMPACT: Integrity in our actions, Mentorship of our people, Passion for our industry, Accountability to our customers, Creativity in our approach, and Teamwork that focuses on collaboration.

As you do your job, focus not only on what you need to accomplish but think about how you will live these values in your day to day work. What kind of IMPACT will you have as our Business Office Manager?

YOUR ROLE

As the **Business Office Manager**, you are responsible for maintaining Opal's high quality and service standards by effectively ensuring the smooth operations of your designated community

This is a multifaceted role that will assist the General Manager in overseeing all aspects of relations with residents, guests, visitors, property management and maintenance and contractors while maintaining Opal's high standards of service and hospitality.

YOUR ACCOUNTABILITIES

Resident and Owner Account Management

- Establish ongoing resident accounts
  - Set up new residents
  - Update changes in accounts
  - Manage move-ins/outs, transfers
  - Monitor rental increases
- Establish ongoing owner accounts
  - Set up new service packages
  - Change service packages
  - Monitor fee increases

Human Resources and Administrative Support

- Human resources onboarding support
  - Conduct criminal record checks
  - Create leave request forms
  - Set up personnel files
- Manage Salto access for residents and employees
- Maintain/renew OPAL's permits, licenses, and insurances

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- Purchase supplies for departments and OPAL
  - Handle all supply orders, inventory counts, making and confirming invoices, and receiving deliveries
- Work with service vendors (e.g., Profusion, Pacificom, Westland Insurance, Salto, etc.)
- Oversee administrative tasks
  - Record-keeping
  - Data entry
  - Filing and documentation
- Schedule and coordinate work assignments
  - Ensure timely and accurate completion of payroll (ADP system)
  - Handle HR-related documents (HR, WorkSafeBC, and OH&S)
- Provide clerical support to LC Care Manager/Director of Care
  - Maintain meeting minutes
  - File documents and notes
  - Answer phone calls on behalf of Care Manager/Director of Care
  - Identify and resolve issues/concerns

Financial Management

- Handle financial tasks
  - Maintain budgets
  - Invoice and billing
- Monitor expenses
- Prepare financial reports
- Coordinate with accounting or finance department
- Work closely with the bookkeeper and accounting on resident accounts
  - Approve PayScan for payables

Licensed Care and Resident Support

- Assist in developing and reviewing work routines
- Communicate increased workload needs to the Care Manager/Director of Care
- Assist in preparation of care conferences and audits as required
- Advise Care Manager/Director of Care of any deficiencies in systems, services, and resources
- Manage resources according to the operational budget
- Participate in in-services, staff development programs, and committees
- Demonstrate knowledge of fire/emergency procedures and policies
  - Participate in fire and emergency drills
- Ensure elder and staff safety
  - Report potential hazards to Administration and General Manager/Director of Care
  - Adhere to safety rules and procedures
- Report all hazards, incidents, near misses, and workplace injuries to the General Manager immediately and in writing
- Provide resident support and technical support including nurses
- Offer technical support to PointClickCare, POC, Excelleris, and EMAR systems

Concierge Team Management

- Manage the concierge team
  - Staff scheduling

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  - Payroll administration
- Handle inquiries and resolve issues/complaints from residents, vendors, and visitors
- Establish and maintain policies and procedures for concierge desk operations
- Document and maintain documentation and reporting system for concierge team
- Oversee and assist new resident arrivals and move-ins/outs
  - Ensure smooth transition
- Determine staffing requirements for the concierge team
  - Ensure recruitment and selection criteria meet business needs
- Coach concierge team members
  - Excel in roles and exceed resident expectations
- Maintain department budget
- Ensure residents receive high-quality service from the concierge team
  - Provide accurate information to residents and guests courteously

Other Duties

- Perform other related duties as requested by the General Manager & Director of Care
- Display a high level of integrity and professionalism in dealing with residents, staff, and visitors
- Responsible for performance review, monitoring, and training for current staff

YOUR CAPABILITIES

Experience and Qualifications:

- Minimum of 2-3 years solid experience in Administration and/or Business Office setting
- Client relationship experience in a comparable setting
- Proficiency in office software programs, Yardi (will be an asset) and relevant administrative skills
- Ability to communicate fluently and confidently in English. Fluent spoken Mandarin and/or Cantonese is a plus
- Experience in event management, contract administration, and vendor management
- Must be proactive and goal-oriented, be a fast learner and a team player, able to multi-task and have excellent organizational skills
- Must have a warm, calm and patient demeanor

Behaviors:

- Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.
- Willingly help out team members even if it isn't your job. Share ideas and feedback that will help the team perform at their best. Recognize the efforts of others on the team. Accept feedback constructively.
- Possess empathy for and understanding the needs of seniors and operate with a professional and courteous demeanor.
- Excellent cross functional collaborator. Build and maintain trusted relationships by proactively seeking and valuing input from others and being transparent in your communication.
- Champion the Opal culture. You know that the resident experience and employee experience drives sustainable business performance and you actively live and lead by the IMPACT values every day.

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Visa Requirements: Applicants must be legally able to work in Canada.

YOUR WORK ENVIRONMENT

Work Hours:

- Able to work flexible hours including weekdays and weekends

Physical Environment:

- OPAL Vancouver

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: General Manager & Director of Care