



## **Nova Pacific Care Inc.**

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## **Job Description**

### **Independent Retirement Living with Supportive Services Building Manager**

#### **POSITION SUMMARY:**

The Manager reports to, is accountable to the General Manager, and is responsible for managing the day-to-day operations of the retirement residence. This includes overseeing resident services, dining, and housekeeping services, as well as developing and delivering activities for the residents. The Manager also manages the operations of the building and provides property management services to the Strata Council. Has overall responsibility for staff, building and the safety and well-being of the residents

#### **KEY DUTIES & RESPONSIBILITIES:**

##### **ADMINISTRATION:**

- Responsible for hiring, training, orientation and evaluation of all staff. Ensures that the building is staffed by competent individuals at all times.
- Performs administrative duties, including but not limited to preparing monthly cash reconciliations, staff schedules and timesheets, probationary reviews and reports; receives invoices for services, i.e. food bills, housekeeping and other supplies, reviews them for accuracy and submits them to head office for payment. Preparing weekly building traffic report and send to the General Manager and Executive Director at Head office in Vancouver.
- Attracts and screens potential tenants, conducts move in/out inspections, collects rent and handles other rental related activities as required.

##### **BUILDING & STRATA:**

- Manages and supervises daily physical requirements by monitoring regular maintenance of the building and its equipment. Informs General Manager of maintenance needs. Obtains and supervises contracts for services and maintenance.
- Provides direct support to the Strata Council by coordinating monthly strata meetings, including agenda and minutes; prepares annual strata budget and collects and manages strata fees; processes strata bills for payment; prepares monthly financial statements for presentation to strata.

### **SERVICES TO OWNERS & RESIDENTS:**

- Oversees and monitors the provision of services, including meals, housekeeping and activities. Responds to owner concerns and complaints in a timely manner.
- Develops and facilitates programs and activities that maximize resident participation.
- Facilitates the production of a quality newsletter and calendar of events each month.
- Adheres to safety procedures including running fire drills as per the fire plan.
- Conducts regular security checks.

### **GENERAL:**

- Maintains positive relationships and routine communication with residents, families, community agencies and building contractors.
- Demonstrates flexibility and willingness to help staff, residents and families whenever necessary. Develops and supports a sense of community with in the building
- Promotes a safe work place; ensures that all established safety procedures are followed: reports or resolves incidents or accidents to residents, staff or visitors per policy. Promotes a residence and workplace free from harassment and bullying and responds immediately to any reports of same.
- Leads by example, demonstrating leadership, customer service attitudes, integrity, creativity and enthusiasm.
- Works independently with limited direction, acts on own initiative, sets priorities and meets tight or changing deadlines.
- Carries out other duties essential to the position as directed by the General Manager.

### **EDUCATION AND EXPERIENCE:**

Grade 12 and minimum of five (5) years' experience working with seniors.

Building management experience.

Basic accounting experience.

Experience hiring, managing, directing and leading employees in a unionized environment.

Possession of valid CPR and Standard First Aid Certificate

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Demonstrates good verbal and written communication skills in English.

Ability to maintain strict confidentiality and to display tact, courtesy, and discretion at all times.

Ability to provide leadership and manage staff collaboratively, in a team environment.

Ability to deal effectively and efficiently with occasionally aggressive or demanding individuals in order to resolve issues.

Ability to foster and maintain positive relationships with colleagues, staff, and residents.