

Resident Services Manager, Full-time

Full-time, permanent| Salaried position with comprehensive benefits|

We are looking for a motivated, organized, leader to join our newest community, **Oceana PARC** in **White Rock**. As the **Resident Services Manager**, you will work closely with the General Manager and team to help achieve our mission; ensuring our residents truly enjoy and pursue an active and enriched lifestyle in our supportive and safe Independent Living residence.

Resident Service Manager Responsibilities:

- As the Resident Services Manager, you're a familiar face to our residents and their families, and you have a huge impact on their experience in our community.
- Under the direction of the General Manager, you oversee all resident services, along with the administration and reception team, Independent Living + programs and sales tasks as needed.
- As Oceana is a new property, you will organize a high volume of move-ins, move-outs, residence tours and orientations.
- You will manage resident relationships and accounts, with an emphasis on financial statement creation and other accounting administration.

Perks of the Job:

- PARC's a Certified Living Wage Employer! In this role receive a fair and competitive compensation package that includes discretionary bonuses and comprehensive benefits.
- Training and development. We believe in giving our people equal opportunities to advance wherever we can. This role is a direct pathway to the General Manager position.
- Meaningful work. You'll witness your positive impacts on the lives of our residents firsthand.
- Join an Award-Winning Organization – Oceana PARC takes first prize in its category in this year's Senior Housing News Architecture & Design Award!
- Be a part of a supportive and diverse team environment. Fun is one of core values!

Skills and experience you will bring:

- You're a superb communicator. You're comfortable handling difficult conversations and aim to build trust with every interaction.
- You have a degree in business or a related field, paired with Front Office Management or Accommodation experience in the retirement living or hospitality industry.
- You have experience managing, training and motivating a team. You enjoy building a positive work environment for your team and the departments you work with.
- You're highly proficient in Microsoft Word, Excel, Outlook and PowerPoint. You've used these tools for reporting, data analytics, communications, calendar management and more. Experience working in Yardi or Sherpa is an asset too.

- You have experience in office set-up and record management, including preparation of invoices, basic accounting and cash management. Your strong eye for detail helps you catch mistakes and errors quickly.
- You have a knack for staying organized and managing your time. Even in a fast-paced and changing environment, you manage to keep priorities in line and meet deadlines.
- You deeply understand and respect the needs of seniors, their families and the professionals engaged in their care.

Live out your passion for people and service excellence. Apply now at www.parcliving.ca/careers.