

Title:	Assistant General Manager
Company:	NCL New Coast Lifestyles
Management Location:	Hamilton High Street Residence, Richmond, BC
Published:	Oct 8, 2020
Closing Date:	Oct 22, 2020

Company Overview:

NCL New Coast Lifestyles is a forward-thinking seniors retirement home developer and management company operating in British Columbia and Alberta. We are a family owned and operated business with over 40 years combined experience in the senior's home industry and 60+ combined years in the service industry.

Residence Overview:

Currently under construction, Hamilton High Street Residence (HHSR) is an multi-level senior's community located at 23100 Garripie Avenue in east Richmond, BC. HHSR consists of 130 units (88 rental, 30 club condos, 12 memory care), a commercial kitchen, commercial laundry room, exercise room, pool(s), hot tub, movie theatre, multi-purpose room and much more.

You will report to the General Manager, work with the Corporate Team and an onsite team that includes our Sales & Marketing, Concierge team, Active Living Coordinator, Health & Wellness Coordinator, Building Services Coordinator, Executive Chef and Maitre'd to develop community events and a lifestyle that embodies HHSR.

Job Requirements:

This management position has been adapted from the Hotel Industry. As Assistant General Manager, you will oversee the Accounting and Payroll services, Concierge Staff and Chauffeur Service. You will assist residents with their moving plans, process their documentation and advise them on all services. The Front/ Concierge Desk is the hub of the residence and you will ensure that each experience is professional, personal and exceptionally satisfying. You and your staff will define our personality and set the tone for exceptional service. You work closely with head office accounting department, sales team for resident moves, with the program director for events, with the Maitre'd for guest meal arrangements and you will act as the alternate for the General Manager and the Sales & Marketing Manager.

Requirements:

- Ensure positive resident and family satisfaction through building effective relationships, monitoring resident opinion surveys, obtaining family feedback and meetings, managing complaints/concerns and difficult scenarios
- Ensure staff are motivated to deliver exemplary and enthusiastic service which demonstrates the positive spirit of the community and reflects HHSR's culture and principles. Works effectively in a team environment



- Ensure the building is maintained in top condition and that all staff take pride in its departmental and general appearance
- Maintain a vibrant and welcoming atmosphere that is evident at all times
- Use sound business practices to manage the operation: Use corporate best practices, annual business plans, problem solving and monitoring practices to ensure the department meet standards of performance and financial benchmarks
- Monitor competitor and industry developments, recommend and implement changes to ensure that services are revised to meet changing market demands
- Ensure compliance with company operational and safety standards, as well as external municipal, health, labour, workers compensation and other related standards
- Passionately embody and promote the company culture and vision
- Genuine respect, warmth and sensitivity for older adult's needs

Qualifications:

Requirements include:

- Minimum 5+ years of successful Sales and Marketing, Residence Services experience and progressive management experience in related field of hospitality or other service industry
- Working knowledge of (or commitment to acquire knowledge of) legislation pertinent to the operations of a retirement community, including, but not limited to: The Employment Standards Act, The Occupational Health and Safety Act, The Resident Tenancy Act, The Public Health Act, The Worker's Compensation Act, The Human Rights Act and The Labour Relations
- Experience in pre- opening and implementing systems and budgets
- Enjoys, respects and understands the needs of seniors and their families and places resident and family needs above all
- Have excellent computer skills (Excel, Word, Yardi Finance Property Management software and POS) utilizing databases, mail merge with graphic design/newsletter experience
- Can efficiently manage concierge and chauffeur
- Proven management and administrative skills, co-operative leadership style
- Proven ability to motivate and lead a team
- Organized, disciplined and can work in a fast-paced team setting
- Excellent written and verbal communication and presentation skills
- Warm, approachable and enthusiastic

Excellent salary & benefits, daytime working hours, with flexibility and enviable working conditions.

Our website www.ncl.ca is available for your reference.

Please APPLY by sending a cover letter and resume to: donna@hamiltonhighstreet.ca Please reference "Assistant General Manager" in the Subject Line of your email.

Deadline for Applications is Oct 22, 2020.

(NO PHONE CALLS PLEASE)

