



Hamilton High Street Residence Job Opportunity

Title: General Manager
Company: NCL New Coast Lifestyles
Management Location: Hamilton High Street Residence, Richmond, BC
Published: June 01, 2020
Closing Date: June 30, 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 a 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 Vice President of Operations, work with the Corporate Team and an onsite team that includes our Leasing Specialist, 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:

- 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 NCL's culture and principles. Work effectively in a team environment
- Ensure the property is maintained in top condition and that all staff take pride in its departmental and general appearance
- Maintain a vibrant and welcoming atmosphere in the community that is evident at all times:





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- Use sound business practices to manage the operation: Use corporate best practices, annual business plans, problem solving and monitoring practices to ensure all departments 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

Qualifications:

- Bachelor's degree
- Minimum 5+ years of successful 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 Mental Health Act, The Worker's Compensation Act, The Human Rights Act, The Labour Relations Act and The Assisted Living and Continuing Care Act
- Track record of developing and implementing strategic, operational and marketing plans
- Experience in developing and implementing budgets and financial plans for all departments
- Proven ability to motivate and lead a team
- Organized, disciplined and can work in a fast-paced team setting
- Excellent computer skills (Excel, Word, Publisher, POS, CRM and Finance software)
- Excellent written and verbal communication and presentation skills
- Warm, approachable and enthusiastic

Excellent salary & benefits, day-time 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: employment@ncl.ca Please reference "General Manager" in the Subject Line of your email.

Deadline for Applications is June 30, 2020. Position Start Date is July/ August 2020 (**NO PHONE CALLS PLEASE**)

