



## **OFFICE MANAGER JOB DESCRIPTION**

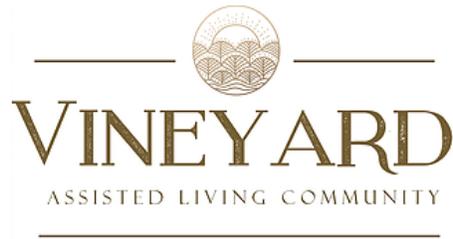
The primary purpose of this position is to coordinate the daily operations and activities in the Office and to help maintain an efficient and quality community.

This position requires the skills necessary to communicate successfully with people, to complete clerical functions utilizing office equipment (including a computer), to perform basic accounting and filing, and the ability to prioritize and organize. Good public relations skills are also important.

The Office Manager is delegated the authority, responsibility, and accountability necessary for carrying out their assigned duties. The Office Manager will inform the Campus Administrator of significant changes and events, as well as facilitate and carry out the responsibilities requested by him/her. Mandatory meetings must be attended when scheduled.

### Qualifications:

- Minimum of 2 years of office management, administrative responsibility, or healthcare administrative experience; experience in assisted living or other long term care.
- Knowledge of Assisted Living administrative operations, including billing/invoicing, scheduling, recordkeeping, and vendor management.
- Familiarity with state and federal regulations for assisted living communities, including HIPAA compliance and confidentiality standards
- Experience and efficiency in Google Software (Docs, Sheets, Drive, Etc.)
- Strong organizational and time-management skills with the ability to prioritize tasks in a fast-paced, resident-focused environment.
- Ability to stay organized in Google Gmail and respond in a timely, professional manner.
- Excellent verbal and written communication skills; ability to interact professionally and compassionately with residents, families, staff, guests, and outside vendors.
- Proven ability to supervise, train, and support staff while fostering a collaborative and respectful workplace culture.
- High level of professionalism, discretion, and good judgment when handling sensitive resident and employee information.
- Strong problem-solving skills and the ability to work independently.
- Ability to maintain a positive, customer-service-oriented approach aligned with the mission and values of an assisted living community
  - *“To provide an atmosphere for each resident that allows them to thrive, flourish, and function at the highest level possible. Each resident to be cared for in a manner that provides dignity and promotes independence.” -Vineyard*



### THE OFFICE

The Office Manager will:

- Work closely with the Management Team, providing administrative support as needed
- Greet the public and assist them with their requests
- Coordinate the advertising for new personnel
- Complete re-hire paperwork and scheduling for all possible new hire candidates
- Conduct in the New Hire Orientation-Training Process
- Assist the Campus Administrator with needs, concerns, and complaints, and promote the well-being of all residents
- Help orient and welcome residents to their new community
- Assist and work with the families of residents during the admission process
- Make announcements to the residents as needed
- Assist the Beautician with scheduling
- Collaborate with the Activity Director regarding special events, activities, holiday decorations, sending flowers, celebrating birthdays and anniversaries, and transportation needs
- Coordinate the mail delivery

### MARKETING

The Office Manager will:

- Consult and work with the Marketing Director, assisting as needed to conduct tours with prospective residents and families and complete follow-up (telephone calls, letters, brochures, thank-you notes, etc.)
- Coordinate the apartment cleaning with the move-in dates while working with the department directors (Housekeeping, Maintenance, and Marketing)
- Coordinate the signing of proper documents for leasing apartments, as needed and as directed by the Marketing Director

### ACCOUNTING

The Office Manager will:

- Receive rental checks, write rental receipts, take in security deposits, complete month-end bank deposits, and reconcile petty cash
- Coordinate Beauty Shop appointments and collect money when needed

### BUILDING MAINTENANCE

The Office Manager will:

- The Office Manager will observe and report the needed of all additional repairs, maintenance, and cleaning not generally performed daily by the staff



**Physical Requirements:**

- Must be able to lift 40 pounds from floor level to chest, stoop, bend, turn, and stretch.
- Must also be able to sit or stand for prolonged periods of time and assist residents as needed.
- Assistive devices to prevent injury will be available, if required.

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*Every effort has been made to keep the job description as complete as possible. However, this job description in no way states or implies that these are the only duties required. The failure to itemize specific duties does not imply that they are to be excluded from the position.*

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**Employee Printed Name**

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**Employee Signature**

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**Date**