

Position: General Manager
Location: Lincoln Park
Term: Permanent
Status: Full-Time
Department: Operations
Reporting to: Vice President RH Operations
Date Posted: November 14, 2014
Application Deadline: December 5, 2014
Competition No.: GM LP 1114

POSITION SUMMARY:

Lincoln Park Retirement Community in Grimsby is home to 70 residents and currently has an opening for a Permanent Full-Time General Manager.

A seasoned manager, experienced in the Retirement Living or Hospitality sector; you will provide sales, human resource and financial management, implement focused customer service initiatives, apply effective operating principles and achieve targeted occupancy. Experience in Retirement Home sales and marketing would be an asset. Proven ability to manage change effectively and develop strong teamwork rounds out your profile.

MAIN RESPONSIBILITIES:

General Administration

- Clear understanding of how to be compliant with the Retirement Home Act 2010 and its regulations;
- Understand of the role of the Retirement Home Regulatory Authority;
- Plan, co-ordinate, direct and monitor the effectiveness of all operational activities of the Residence;
- Develop short and long term operational plans for the efficient operation of the Residence;
- Delegate responsibility to the leadership team based on clearly defined lines of authority and communication.

Occupancy & Marketing

- Responsible for the achievement of occupancy targets;
- Provide support and direction to the leadership team to achieve targeted occupancy numbers;
- Embraces the sales philosophy of prospect centered selling and sales zone activities;
- Support marketing staff on initiatives (internal and external) that enhance the reputation of the Residence and maximize lead generating activities;
- Monitor all departments to ensure that the residence is tour ready at all times;
- Establish marketing / sales objectives with the Retirement Counsellors on a daily, weekly and monthly targets and limit their involvement in non-selling operational activities;
- Review the competitive analysis and make recommendations on annual rate increases and service enhancements or changes based on the trends in the community.

Community Relations

- Foster positive community partnerships with health and service providers, business leaders, civic officials and other community agencies to promote the home as part of the community;
- Look for opportunities to provide support to the community in house and for opportunities to give back to the community;
- Strive to be involved in at least one high profile community agencies / associations.

Human Resources

- Demonstrate personal attributes and communication skills that foster teamwork and customer satisfaction at all times and monitors staff performance in relation to both;
- Oversee recruitment, orientation and performance management of all staff;
- Develop and monitor the master schedule to ensure consistency in staffing and service levels;
- Review all work assignments to ensure they remain clear and current;
- Supervise, coach and mentor supervisory employees;
- Oversee the development and implementation of the annual education plan and participate in jumpstart on a quarterly basis;
- Implement staff recognition initiatives in accordance with company guidelines;
- Manage staffing issues promptly and ensures HR Business Partner is consulted for all terminations or potentially contentious issues.

Financial Accountability

- Participate in the development of the annual operating budget;
- Provide input for development of annual capital budget and monitor ongoing capital expenditures through the EAF process;
- Oversee all expenditures utilizing the purchase journals to ensure departments operate within budgetary guidelines;
- Review financial statements and take action on variances to bring expenditures in line with budget;
- Make adjustments to staffing levels in response to occupancy fluctuations and service enhancement as required;
- Oversee the effective and efficient procurement and supply control procedures in all departments;
- Review all bi weekly & month end reports for accuracy and timely submission.

Occupational Health & Safety / Fire Safety

- Ensure adherence to all aspects of the Occupational Health & Safety Act and Fire Code;
- Provide oversight to Occupational Health & Safety Committee to ensure it meets all legislative requirements;
- Monitor all active claims and ensure ongoing efforts are made for early return to work.

Resident & Family Relations

- Respond promptly to concerns of residents and family members, mediating a satisfactory response to concerns and implement action plans to avoid reoccurrence of similar issues;



- Promote the value of Satisfaction surveys and implement initiatives to encourage maximum participation and follow up.

QUALIFICATIONS:

- 3-5 years' experience as a leader in the hospitality and retirement home field;
- Completion of undergraduate degree / management course or have a minimum 3 years equivalent experience;
- Excellent public relations and communication skills;
- Strong working knowledge of the Internet and MS Office, specifically Excel and Word;
- Demonstrated initiative, good judgment and foster a positive work atmosphere.

WE INVEST IN YOU:

- Tuition Assistance
- Continuous growth and development
- Self-fulfillment through meaningful relationships with clients
- Employee Recognition
- Employee Referral Bonus
- A dynamic and supportive working environment

Interested applicants are encouraged to apply directly to:

Stephanie Sanborn

Vice President, RH Operations

Fax: (905) 415-7623

Email: stephanie.sanborn@leisureworld.ca

Website: www.leisureworld.ca

Please quote the competition number GM LP 1114 in the subject line of your fax or email.

Please note that if hired, your employment with Leisureworld will be contingent on receipt of a police and vulnerable sector screening free of criminal activities and satisfactory Leisureworld Police Records Check and Vulnerable Screening policy.

In accordance with the Accessibility for Ontarians with Disabilities Act 2005, wherever appropriate, support will be provided in the recruitment process and accommodations for disabilities will be provided on request.

We thank all applicants for their interest, however only those candidates chosen for interviews will be contacted.

OUR VALUES

Respect ° Passion ° Teamwork ° Responsibility ° Growth