

Position: Office Manager

Location: Queens Estate Residence – Metta Lifestyles

Hours: Full-Time

Reports to: General Manager

About Metta Lifestyles:

At Metta, we are dedicated to providing the best environment for our residents. Our staff and medical team share a passion for nurturing others and have been trained to provide a high quality of care. Our communities foster a friendly, welcoming and inclusive environment which brings residents and staff together.

Our communities offer a range of living and care options to ensure our residents' needs can be met with convenience, flexibility and peace of mind. In addition, our key focus is on heavier care services not offered in other retirement communities.

As a small team, we are open to new ideas and always looking for ways to improve our company. We are agile, dynamic and we have a sincere passion for the industry!

About the Position:

The Office Manager is responsible for the efficient management and operations of customer service and administration activities at the community.

Roles and Responsibilities (include but are not limited to):

- Participate as a member of the team and provides support to other team members under the direction of the General Manager
- Oversee, hire and schedule the Resident Concierge team

Resident Coordination

- Set up and maintain all Resident Folders
- Assist the General Manager with onboarding of all new residents
- Handle all queries concerning billings and payments from residents and/or their family members
- Effectively communicate and interact with residents, family members, visitors and volunteers in a courteous and professional manner

Accounting – Accounts Receivable Processes

- Process and post bank deposits
- Process and maintain monthly rent increases letters
- Communicate credit memos to the Accounting Department
- Add all new admission information/adjustments into Point Click Care;
- Compile monthly (non-recurring) billing changes and submit to the Accounting Department

Admin

- Collect and submit all changes to Employee Addresses or Banking Information
- Provide ADP payroll support to the Managers as needed
- Responsible of managing petty cash
- Act as a Manager on Duty (MOD) on occasional weekends (as required)

HR

- Assist the General Manager in onboarding all employees and collecting employee records and documentation
- Provide employee benefits support to employees
- Ensure that all employees complete yearly ORCA training
- Provide support and attend disciplinary meetings, as required

Qualifications:

- Minimum of 2 years of related experience
- Previous experience in a retirement or health care environment considered an asset
- Ability to interact with all levels of staff, residents and their family members, and other professionals with a high degree of patience and tolerance
- Good communication skills (both written and verbal)
- Initiative, good judgment and supervisory abilities
- Good computer skills including proficiency in Microsoft Office with a working knowledge of Excel and Word
- Empathy for and understanding of the needs of the seniors, and passion for working with seniors each and every day!