

General Manager

Management

At Element Lifestyle Retirement, we offer choice, continuity and peace of mind to seniors and families. With each residence we design and build, we provide an impressive range of services and amenities, so elders can experience the things they want to do, not what someone else thinks they should do.

Element proudly leads innovation with its intergenerational aging-in-place model. Our company's mission is to break the status quo, and to address the deeply rooted stigma and ageism that impacts seniors and families across most societies. In doing so, Element sets out to do away with the conventional retirement residence and "old folks' home". Our residences and communities exist to help families achieve positive dynamics.

Opening for residency in early 2019, OPAL will be a boutique community of retirement suites on Vancouver's west side, offering refined amenities and service that are designed with the highest standards in mind. This home will be a gathering place for family, friends and community.

YOUR ROLE

As the General Manager, you are the "CEO" of your business unit. In the day-to-day operations of the community you will ensure that your staff delivers the highest quality of care, resident service and satisfaction. You possess an "everyone sells" approach to running your business.

You are also a key culture leader and are committed to leading in alignment with the mission, vision and values of the company and, fostering a culture that we can all be proud of.

YOUR ACCOUNTABILITIES

- Oversee all aspects of the operations to ensure that the services and properties consistently meet the expectations of a healthy, peaceful and successful community.
- Shape a positive culture by leading day-to-day activities in alignment with the values of Integrity, Mentoring, Passion, Accountability, Creativity and Teamwork.
- Forecast, manage and track budgets across all site facilities and amenities.
- Design succession plans that encourage motivation, retention and development of staff.
- Engage in positive relationships with the residents, family members, staff and other community stakeholders.
- Spearhead the sales and marketing process to meet occupancy and revenue targets.
- Facilitate meetings with department heads to forecast budgetary and/or other

requirements for corporate approval.

- Ensure that all residences are in compliance with all regulatory & OPAL quality assurance standards.
- Ensure that all policies, programs and practices in each department are carried out consistently and effectively.
- Determine staffing requirements and ensure that the recruitment and selection criteria meet the needs of the business.
- Implement developmental opportunities with an emphasis on performance “check-ins”, regular feedback, mentorship and opportunities for career advancement.

YOUR CAPABILITIES

Education:

- University or College Degree/Diploma in Health Care Administration or Business Administration

Experience:

- Minimum of 5 years of senior management experience in a hospitality field or retirement community
- Experience within a high volume and quality service establishment in food service and/or hospitality

Skills and Behaviors:

- Excellent written and oral communication skills in English
- Fluency in Cantonese is considered an asset
- Strong leadership skills - Able to direct, supervise and mentor staff
- Strong operations management skills - Able to develop, organize and direct the operations of the facility
- Excellent customer service skills and interpersonal skills
- Conflict resolution skills
- Strong decision-making and problem-solving skills
- Effective coaching skills - Able to recognize growth potential in others and coach them to take their performance to the next level

Visa Requirements: Applicants must be legally able to work in Canada

YOUR WORK ENVIRONMENT

Physical Environment:

- For this leadership role, we'll have complete trust and faith in you to act as an ambassador for OPAL by Element within the community and outside when travel is needed
- Your work environment will be ever evolving with new challenges and business

needs that may require you to be flexible and adaptable to change

- Due to the immense operations of the business, access to a senior leader is required at all times. Hence, relocation to on-site accommodation will be required

Work Hours:

- Often, it may be required to work outside of your designated hours to ensure the satisfaction of our clients and staff.

YOUR REPORTING RELATIONSHIPS

JOB TITLE OF IMMEDIATE MANAGER: VP Operations

JOB TITLE OF NEXT LEVEL MANAGER: President

JOBS REPORTING TO YOU: Director of Care, Executive Chef, Recreation Manager,
Resident Services Supervisor