

Business Office Director

Job Description

Purpose of Job Position

The Business Office Director assists in the overall management of the community on a day to day basis under the supervision of the Executive Director.

Delegation of Authority

As the Business Office Director you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties. This position reports directly to the Executive Director.

Job Functions

Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

MAJOR DUTIES & RESPONSIBILITIES

Administrative Functions

- Answer the phones, greet visitors, and respond to resident needs.
- Participate actively in marketing the community to include handling phone and walk-in inquiries as needed.
- Report any noticed changes in resident condition and any incidents promptly.
- Sort and deliver mail to administrative offices and residents.
- Conduct regular and routine inspections to ensure building and grounds are safe and clean at all times.
- Implement and monitor all rules, policies and procedures outlined by the Managing Agent and by the state and federal regulatory agencies.
- Maintain personnel and resident files in accordance with state regulations and company policy.
- Responsible for submission of rent roll and statement distribution, with assistance of ED.
- On-Call during the absence of ED.

Admission, Transfer, and Discharge Functions

- Welcome new residents and orient the resident and family of operating practices to include review of the Resident Handbook in conjunction with the Executive Director.
- Assist new residents and their families, if needed, during move-in.

Marketing

- Promote a positive image of the community.
- Maintain and report proper documentation of marketing efforts as requested by the Executive Director.
- Assist in coordinating tours, special programs, and other events to give exposure of the community to targeted referral sources.
- Promote team atmosphere within the community to assure teamwork efforts are emphasized in marketing, leasing, evaluating prospective and appropriate retention of residents.

Personnel Functions

- Follow work assignments and/or work schedules in completing and performing your assigned tasks.
- Perform all assigned tasks in accordance with our established policies and procedures, as instructed by the ED.
- Notify the supervisor when you will be late.
- Create and maintain an atmosphere of warmth, personal interest, positive emphasis, as well as a calm environment throughout the workplace.
- Meet with your supervisor on a regularly scheduled basis to assist in identifying and correcting problem areas, and/or the improvement of services.
- Screen applicants and make recommendations for hiring to Executive Director and Department Managers as appropriate.
- Create and maintain an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm environment throughout the workplace.

Personal Care Functions

- Provide transportation for residents if necessary

Special Care Functions

- Assist with scheduled activities in the absence of Life Enrichment Director.
- Order resident groceries and supplies as needed.

Food Service Functions

- Communicate with the Chef/Food Manager any special culinary needs of new Residents.
- Offer coffee and beverages to guests.
- Assist in serving guests during social activities, if needed.
- Assist in clean-up and social function to include removal of all foodstuffs and dishes upon completion of activity, if needed. Furniture should be returned to proper location.

Staff Development

- Attend and participate in scheduled training and educational classes.
- Attend and participate in scheduled orientation programs and activities.
- Conduct new employee orientation to ensure all employees understand fully their individual job responsibilities, personnel practices, operating policies, and overall expectations, as needed under the direction of the ED.
- Attend regular continuing education programs.
- Attend Stand-up meeting daily
- Attend All-Staff Meeting monthly

Safety & Sanitation

- Notify the supervisor of any residents found missing from the residence.
- Implement appropriate response to any residents found missing from the residence.
- Follow established smoking regulations. Report all violations.
- Report all hazardous conditions and equipment to the supervisor immediately.
- Report all safety violations.
- Before leaving work area for breaks or at the end of the work day, store all equipment and supplies.
- Wash hands before and after performing any service for the residents.
- Clean, disinfect, and return all resident care equipment to its designated storage area after each use.
- Perform routine housekeeping duties if needed.

Equipment & Supply Functions

- Operate all equipment in a safe manner.
- Use only the equipment and supplies necessary to do the job. Do not be wasteful.
- Maintain copier and fax machines in working condition. Maintain appropriate supply of paper and toner.

- Obtain supply needs from all departments and order weekly from appropriate vendor(s).
- Report defective equipment to your supervisor.
- Inform the supervisor of your equipment and supply needs.
- Maintain entrance, front desk, work room, and center reception area in good condition to ensure professional appearance.

Resident Rights

- Maintain the confidentiality of all resident information.
- Ensure that you treat all residents fairly and with kindness, dignity, and respect.
- Knock before entering and the residents' suites.
- Respond promptly to all grievances and complaints made by residents.
- Participate in Resident Council meetings as requested by the residents.

Working Conditions

- Works throughout the residence.
- Sits, stands, bends, lifts, and moves intermittently during working hours.
- Is subject to frequent interruptions.
- Is involved with residents, personnel, families, visitors, etc. under all conditions and circumstances.
- Communicates with other personnel.
- Works beyond normal working hours, on weekends and holidays, and in other positions, when necessary.
- In the event of inclement weather or emergency situations, to be deemed by the Home Office, the CD may be asked to remain at the community overnight and will be expected to comply.
- Attends and participates in continuing education programs.
- Is subject to exposure to infectious waste, diseases, conditions, etc., including AIDS and Hepatitis B virus.

Specific Requirements

- Must possess the ability to make independent decisions when circumstances warrant such actions.
- Must possess the ability to deal tactfully with personnel, residents, family members, visitors, and the general public.
- Must possess (or be willing to obtain) CPR and First Aid certification.
- Must possess the ability and willingness to work harmoniously with professional and non-professional personnel.
- Must have patience, tact, a cheerful disposition and enthusiasm, as well as the willingness to handle difficult residents, and/or situations.
- Must be willing to seek out new methods and principles and be willing to incorporate them into existing service practices.

- Must be able to relate information concerning residents' condition.
- Must be creative and be able to adapt programming to resident likes, dislikes and abilities.

Physical and Sensory Requirements (With or Without the Aid of Mechanical Devices)

- Must be able to move intermittently throughout the working day.
- Must be able to read, speak, and write the English language in an understandable manner.
- Must be able to cope with the mental and emotional stress of the position.
- Must be able to see and hear or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.
- Must function independently and have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.
- Must be in good general health and demonstrate emotional stability.
- Must be able to relate to and work with the elderly, emotionally upset, and, at times, hostile people.
- Must be able to lift, push, pull and move a minimum of 50 pounds.
- Must be able to assist in the evacuation of residents.

EMPLOYEE CERTIFICATION

I have read and understand the Job Description for the Business Office Director position and believe I am capable of completing all job requirements and assignments. If, at any time, I am unable to fulfill these job responsibilities, I understand I must contact the Executive Director immediately.

Signature

Date

Executive Director Signature

Date

