



### **Riverstone Retirement Communities – Riverpath**

**Position:** Office Manager

**Location:** Ottawa, ON

**Employment Type:** Full-Time

**Reports to:** General Manager

We're putting a new face on the look of retirement living in Ottawa. Designed and built by Claridge Homes and operated by Riverstone Retirement Communities, our residences offer an unmatched level of comfort, dignity and style. Riverstone Retirement Communities provide a highly respected continuum of care that ensures all residents are happy and healthy in their retirement. They also feature a host of amenities and services, enabling people to create the lifestyle they deserve. Properties include a first-rate team of professional staff offering a selection of care alternatives: independent living, residential care and assisted living. There are many different suites to choose from including one- and two-bedroom suites, as well as studio suites. Residents have access to flexible and nutritious meal plans, housekeeping and laundry services, 24-hour emergency response and around-the-clock professional nursing staff.

Riverstone Retirement Communities is not stopping there as we are already forging ahead with a number of other retirement opportunities. Our continuously growing team is currently seeking an Office Manager to join our upcoming Riverpath Retirement residence.

#### **QUALIFICATIONS:**

##### **Education:**

- Diploma in Business Administration and/or Accounting or equivalent experience

##### **Background:**

- Minimum of three years' related experience, preferably in health care industry
- Must have a good understanding of bookkeeping practices and sufficient accounting knowledge to determine proper entries, prepare financial reports and statements, and conduct reviews as required;
- Knowledge of business equipment and computer applications, such as MS Office, Yardi, payroll processing software, etc.
- Bilingualism in French and English preferred

##### **Personal Requirements:**

- Work as part of a team
- Capable of adapting to different situations and change
- Keen interest in working with seniors

#### **FUNCTIONS:**

- Maintain confidentiality of all financial, personnel and resident information;
- Manage Accounts Payable, including processing invoices, month-end accruals, follow-up with suppliers and service providers;
- Manage Accounts Receivable, including resident statements, collection of outstanding balances, bank deposits, EFT transmissions, answering resident and family inquiries;
- Maintain seniority lists;
- Maintain inventory of office supplies;
- Perform general office duties;
- Maintain a filing system to the Riverpath standards;
- Maintain and complete weekly occupancy report;
- Coordinate all resident move-in and move-out, ensuring resident administration file is complete, residents are orientated, provide residents with handbook etc.;
- Provide full executive secretarial support for the General Manager;
- Organize workflow of administration office, coordinate meetings and schedule appointments as required;
- Manage reception team, including hiring, training, supervising and scheduling;
- Ensure policies and procedures are updated in timely manner, as per the direction of General Manager
- Maintain employee files and perform audits as per the QA program;
- Maintain internal records and prepare internal reports as required;
- Complete routine forms as required or directed. Maintain current knowledge of information required by various government or other agencies regarding residents and staff.
- Responsible for delivery of orientation and training program in accordance with RHA and other legislative bodies

To apply please email your resume and references to **Patricia Courtney: [pcourtney@riverstoneretirement.ca](mailto:pcourtney@riverstoneretirement.ca)**