



**Job Title: Business Office Manager Assistant**

**Shift: Days**

**Reports To: Business Office Manager/Executive Director**

### **GENERAL MISSION OF EACH EMPLOYEE**

Work as a team member with other staff members to consistently maintain a kind, caring and respectful attitude toward Residents, Residents' families, guests and fellow staff. Be sensitive to the special needs of seniors and demonstrate a genuine caring attitude. Encourage Residents' maximum independence, promote Residents' freedom of choice and individuality and respect the privacy of all Residents.

All shifts and job responsibilities may be subject to flexible schedules to accommodate the needs of the Residence on an as-needed basis. This includes the rotational coverage of weekends, holidays and emergencies when the Resident needs dictate staff schedules and duties. Under unusual circumstances employees may be required to directly assist with the provision of care and service to the Residents, including, but not limited to transportation, activities and other non-skilled, non-technical services. All staff members must attend in-service educational sessions and other knowledge, skills and competency developmental opportunities as required.

All staff members are asked to speak only English in all Resident and family areas unless interpreting for a Resident or family. All staff members will knock first before entering a Resident's apartment, unless in an emergency situation. All staff members will consistently apply Standard Precautions and follow all applicable safety standards in the Residence.

### **SUMMARY**

Performs a variety of administrative/clerical duties. Assignments can be in functional areas such as accounting, purchasing, human resources, marketing or other areas. Collects information for specified report formats. Maintains files, posts records, compiles minor statistical data, makes and checks routine calculations. Keeps records, prepares schedules, prepares and sorts mail. Proof-reads completed form and checks for accuracy, answers telephones, and performs simple data entry and prepares documents. May operate general business machines such as computer workstation, copier, calculator, fax or other similar machines. Requires good communications skills. May require a working knowledge of commonly used PC applications such as word processing, spreadsheets and databases.

At the higher level, assignments generally include preparing complex reports, checking and verifying non-routine bills, schedules, receipts, invoices, purchase orders and other documents. Maintains complicated records requiring classification and compilation of varied information. May independently answer correspondence, handle inquiries, complaints or adjustments. Work is generally of a critical or confidential nature and requires a broad working knowledge of departmental and company practices, policies and programs. Coordinates complex activities between department and outside parties. Contacts company personnel at all organizational levels and prepare reports.

**DUTIES AND RESPONSIBILITIES MAY INCLUDE:**

- Provides clerical and administrative support to the Executive Director and other Department Directors.
- Creates and maintain pre-employment files.
- Mails invoices for accounts payable, review invoices with Executive Director or designee for approval.
- Assists the Business Office Manager in preparing reports, budgets, and financial statements.
- Assists Business Office Manager and other Departments with the recruiting and hiring process such as:
  - Screening applicants
  - Arranging interviews
  - Completing reference checks
  - Completing criminal background checks, if applicable
  - Sending regret letters
  - Creating ID badges
  - Maintain personal/medical records
- Orders and maintains necessary office supplies.
- Maintains an organized, neat office area.
- Copy and file paperwork as necessary.
- Prepare correspondence as necessary and as directed by Executive Director or designee and Department Directors.
- Assists the Business Office Manager and other Department Directors with additional administrative duties as assigned.
- Maintain knowledge of the Residence, its benefits and services provided to the Residents, employees and families.
- Assist with answering all incoming calls, both internal and external, in a warm, pleasant, and professional manner.
- Greets all visitors, residents, family members, and employees in a warm and helpful manner.
- Provides other assistance with Resident services as requested by the Executive Director or designee and Department Directors.
- Opens and distribute all incoming mail addressed to Administrative Office and Department Heads.
- Covers Reception area, as needed.
- Maintains and oversees all issues relating to the Residence parking lot.
- Inputs new admission information into the computerized Resident Management System in a timely fashion and distributing Personal Data Sheets.
- Follows established infection control guidelines.
- Maintains and protects the confidentiality of resident information and the Residence.
- Performs any and all duties as assigned.



**QUALIFICATIONS AND REQUIREMENTS**

Strong computer skills, i.e. Microsoft Word and Excel. Good organizational skills, bookkeeping skills, desire to work with older adults and interpersonal skills.

- In typical eight (8)-hour day employee will: > Stand/walk up to two hours a day > Sit up to eight (8) hours a day
  - > Frequently support up to thirty (30) pounds
  - > Occasionally lift/carry up to fifteen(15) pounds
  - > Frequently kneel, bend, and reach
- Education/Experience: High school graduate with secretarial knowledge. Some health care and computer experience required.
- Language Skills: Able to read, write and interpret common scientific and technical journals and legal documents. Able to respond to common inquires from residents, residents' families, staff, regulatory agencies or members of the community. Able to effectively present information to upper level management, public groups and boards of directors.
- Mathematical Skills: Able to work with mathematical concepts such as probability and statistical inference; able to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Reasoning Ability: Able to define problems, collect data, establish facts and draw valid conclusions. Able to interpret a variety of instructions furnished in written, oral, and diagram or schedule form. Able to deal with a variety of abstract and concrete variables.
- Physical Demands: Able to handle objects, tools or controls. Able to push, lift, and/or move up to 50 pounds. Able to see and hear, stoop, turn, bend and reach. Able to smell odors in order to ensure resident safety.

**WORK CONDITIONS**

The noise level of the work environment is usually moderate. The employee may occasionally be exposed to infectious diseases. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Employee may be exposed to blood borne pathogens.

**I understand the duties set forth in the above job description and will perform them to the best of my ability.**

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_