

Rosedale Senior's Living is looking for a Housing Accommodations Manager for one of our facilities in Edmonton.

Rosedale Senior's Living Resident Housing Manager ensures a safe and comfortable environment is maintained for our residents, visitors, and staff. The successful candidate will demonstrate excellent customer service when collaborating with various departments, residents / families, and external partners. Rosedale Seniors' Living provides housing, care, and services for assisted and independent living residents.

Key Responsibilities:

- Demonstrate a daily commitment to excellent customer service and satisfaction;
- Respond to requests, concerns, and provide resolution to issues. Promptly escalate concerns when appropriate;
- Participate as Designated Facility Representative for Resident and Family Council;
- Chair OH&S Committee meetings and manage OH&S regulatory requirements;
- Responsible for inventory control of housekeeping supplies;
- Oversee and program the emergency call system and ensure monthly safety checks completed;
- Update various lists and tracking documents;
- Participate in audit preparations and building walk-throughs to ensure safety and cleanliness;
- Participate in and promote quality improvement initiatives and adherence to policy and procedures;
- Responsible for after-hours on call for housing-related issues;
- Provide information regarding available services and participate in the move-in and move-out process.

Qualifications:

- Three to five years of leadership / management experience;
- Previous experience in seniors' housing, property management, or hospitality an asset;
- Excellence in customer service when interacting with seniors, visitors, contractors, and staff;
- Knowledge of Accommodation and Licensing Standards for congregate seniors living an asset;
- Ability to troubleshoot office equipment issues;
- Ability to follow directions and meet timelines;
- Detail oriented, organized, self-motivated, with ability to prioritize workload;
- Proficient with MS Office – Word, Excel, Outlook;
- Grade 12 diploma, post-secondary certificate or diploma;
- Clear Criminal Records with Vulnerable Sector dated within 6 months.
- Job Type: Permanent

Interest individuals can email resumes to lorenzo@rosedaledevelopments.com