

CLIENT OVERVIEW

The mission this senior care organization is to enhance the lives of aging adults and their families by offering personalized services to help seniors remain safely in their own home.

ROLE DESCRIPTION

The Office Manager is responsible for successfully directing and coordinating all activities in the franchise for growth and development of the business.

ESSENTIAL DUTIES

- Reflect the company's core values
- Provide leadership and management of all franchise departments such as finance, staffing, human resources, client services and home care sales.
- Manage outcomes of all department activities and direct changes that will drive achievement of operational goals.
- Perform the day-to-day operations of the Human Resources department; manage outcomes of HR activities and direct changes that will drive achievement of operational goals.
- Adhere to all company policies, procedures and business ethics codes and ensure that they are implemented and communicated to all employees.
- Focus on Key Player engagement strategies to ensure their retention and satisfaction.
- Complete a regularly scheduled audit of HR processes to ensure compliance with all governing bodies, including company standards and any state specific requirements.
- Oversee all the functions performed by the office staff. Responsibilities may include conducting service inquiries and calls; scheduling; interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, coaching employee's performance; problem resolution while seeking positive outcomes.
- Perform any and all other functions and responsibilities deemed necessary for the successful operation of the office.

- REQUIREMENTS**
- College degree preferred or equivalent work experience
 - Four to ten years of related business experience or an equivalent combination of education and work experience may be considered
 - Must possess a valid driver's license

- SKILLS**
- Must have an understanding of and uphold the policies and procedures established by the company and franchise
 - Must demonstrate excellent oral and written communication skills and the ability to listen effectively
 - Must have the ability to work independently, maintain confidentiality of information and meet deadlines
 - Must have the ability to demonstrate effective interpersonal skills is essential as well as sound judgment and good decision-making
 - Must demonstrate discretion, integrity and fair-mindedness consistent with company standards, practices, policies and procedures
 - Must have the ability to organize and prioritize daily, monthly, quarterly and yearly work
 - Must have the ability to establish good working relationships with office colleagues, the franchise owner, clients and the community
 - Must have the ability to present a professional appearance and demeanor
 - Must have the ability to operate office equipment
 - Must have the ability to operate internal technology systems
 - Must have computer skills and be proficient in Word and Excel
 - Must be able to work evenings or weekends as required
 - Must have knowledge of the senior-care industry
 - Must have the ability to sit at a desk and listen effectively for long periods of time on the telephone
 - Must be patient and congenial on the telephone
 - Must be able to perform duties in a professional office setting
 - Must be able to recruit quality Key Players