



Role: Office Manager  
Revised: January 2024  
Salary: Commensurate with experience

Reports to: Chief Financial Officer  
Weekly Hours: 37.5 Hours per week

## ABOUT SHALOM VILLAGE:

Shalom Village is a non-profit campus of care that specializes in the health and wellbeing of Hamilton area seniors. We provide an unwavering commitment to making every day the best day possible for the seniors who depend on Shalom Village services and programs.

Through their dedication, training and commitment to seniors, our team members transform the lives of older adults through a variety of programs and services, including long-term care, senior living apartments, fitness, community wellness and social programs.

Our long-term care services provide a homey environment and programs for frail seniors, while our assisted living apartments are perfect for more active seniors. Our fitness and community programs support local seniors living at home, while also providing them with the opportunity to socialize with their peers, learn new skills, and stay healthy and fit. ***Shalom Village is here to help create moments that matter for every senior!***

\*\*Founded by the Jewish Community, for the benefit of all seniors throughout the Hamilton Region, our Jewish values and traditions ensure that all residents & participants, benefit from the respect, compassion, and dignity inherent in the Jewish faith. We welcome and celebrate individuals from all backgrounds, faiths and cultures.

## MISSION, VISION & VALUES

**Our Vision:** Honouring our Fathers and our Mothers

**Our Mission:** To provide opportunities for the continuity of life interests, values, and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashruth. We want all those who need our services to feel AT HOME.

**Our Values:** At Shalom Village we use the acronym AT HOME to provide a clear link between our vision, mission, values, and most importantly how these guiding principles are brought to life for all our stakeholders.

- **Acknowledge:** We will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives and differences.
- **Together:** We will support each other and believe that together we can achieve anything.
- **Home:** We will create a feeling of comfort, trust, familiarity, and safety that honours Jewish Values and brings about each individual person's feeling of being at home.
- **Organization:** We will strive for learning, innovation, accountability, transparency, and excellence.
- **Memories:** We will share memories and create new ones through relationships, sharing, and celebrations.
- **Enablement:** We will empower, encourage, and focus on each other's strengths to make possibilities possible and accomplish our goals.

**As a charity that depends on donor support, Shalom Village Staff play a vital role in our ability to deliver the lifesaving programs that benefit Shalom Village residents and participants. It is crucial that staff members believe-in the power of philanthropy to bring people together to support the hundreds of seniors, and family members whose lives we impact every day. Our staff members are important ambassadors, donors, and members of the Shalom Village Family. We encourage all staff to join us as we harness the power of philanthropy to help us build a thriving community for our seniors, our families, and our staff.**

**Acknowledged · Together · Home · Organization · Memories · Enablement**

**[www.shalomvillage.ca](http://www.shalomvillage.ca)**

### Business Office Manager

Shalom Village is currently seeking a dedicated and experienced Business Office Manager to join our team. The Business Office Manager plays a crucial role in ensuring the smooth operation of administrative and financial functions within our organization. This position requires a dynamic individual who is detail oriented, organized, person centered and is able to effectively manage multiple responsibilities in a fast-paced environment.

At Shalom Village, we offer a supportive work environment, competitive compensation, and opportunities for professional growth and development. This is an exciting opportunity for a dedicated individual who is passionate about making a positive impact on the lives of seniors and their families. If you are ready to join a team that is committed to providing exceptional care and services to our community, we encourage you to apply to this exciting opportunity.

Key responsibilities include, but are not limited to:

Responsibilities:

- Respond to telephone, e-mail, and in-person inquiries from residents, families and other parties.
- Managing and monitoring administration expenses, assists in the explanation of monthly variances and with the Administrator and Chief Financial Officer to identify and implement corrective action plans.
- Maintain petty cash system with accurate recording of cash distributed and receipts/signed vouchers for each transaction.
- Maintaining and reconciling Trust Accounts for residents, reconciling monthly and proving monthly statements.
- Entering and updating all accommodation rates, miscellaneous monthly billing charges as applicable.
- Managing concierge/reception team members and assign applicable duties.
- Assist with new residents and their families with admission contracts and leases.
- Track and follow up with outstanding accounts receivable.
- Responsible for maintaining all Office Filing.
- Prepare and submit weekly Occupancy Reports and other reporting as required.
- Responsible for preparing and processing Bank Deposits – must travel to the bank.
- Receive all incoming Mail / Post Office and courier duties.
- Prepare and place office supply orders.
- Order, store and track technology equipment for the organization. (Computers, Cell phones, etc)
- Responsible to set up emails, computer logins, Surge Learning and scheduling accounts and remove when staff leave the organization.
- Process ROEs as a backup.
- Maintain accounts receivable and accounts payable.
- Perform Audits/Charts/Trust monthly or more often as required.
- Prepare and send out annual Tax Letters.
- Maintain ERRISA.
- OCHAP Billing and reporting.
- Support the Corner Store, Café and meal tickets with reconciling sales, billing and deposits.
- Maintain accurate Health Card records.
- Completes Government Reporting. (French Language Survey, Public Sector Salary Disclosure, AODA- Accessibility for Ontarians with Disabilities Act, OCHAP reporting monthly).
- Assists CFO and Finance Team with month end processes.
- Performs other duties as assigned.

The successful applicant will possess the following qualifications:

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- Successful completion of a recognized Business Administration or Accounting Program AND two to three years of business administration and accounting experience.
- Experience in Long Term Care and Healthcare is preferred.
- Excellent technology skills including intermediate level experience with Microsoft Office, Excel and Power Point.
- Must be able to work with minimal supervision and take initiative.
- Able to maintain filing systems and basic databases.
- Excellent analytical and problem-solving skills.
- Meticulous records maintenance skills.
- Superior telephone manners and customer service skills.
- Strong written and verbal skills to communicate with all levels of the organization and its executive team.
- Must understand or be willing to learn about the *Fixing Long Term Care Homes Act* and Regulations.
- Thrive in a busy, collaborative, and caring environment.
- Flexibility, resilience and adaptability to changing needs and demands of the program and organization.
- Must have strong communication, leadership, organizational and interpersonal skills.

Shalom Village is committed to diversity and inclusivity. We are excited to hire people whose skills, attitude, and abilities contribute to the success of the organization and who reflect the values of our community.

*\*\*Shalom Village recognizes that the right fit for a position is more than just a list of criteria. If you believe you may be a good candidate, but you don't meet all the criteria, please apply, and tell us why you're a great fit in your cover letter. You may be just the person we are looking for.*