

HUMAN RESOURCES MANUAL

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POLICY STATEMENT

Park Place Seniors Living (Park Place) will have standardized position descriptions for all workers based on relevant standards of practice and/or provincially-mandated expectations and Park Place policy.

PURPOSE

To provide standardized, specific expectations and role description of every Staff Member's role and responsibilities.

PROCEDURE

DEPARTMENT: Administration

JOB TITLE: Business Office Coordinator

REPORTS TO: Site Leader

JOB SUMMARY: Reporting to the Site Leader the Business Office Coordinator is responsible for the administrative and accounting duties related to the move-in, stay and move-out of the Residents and Tenants, acts as a resource to all residents and tenants, their families, staff, volunteers and other stakeholders, ensures the Independent Living (IL) suites and areas are maintained, and ensures the smooth and efficient operation of the office.

TYPICAL DUTIES AND RESPONSIBILITIES:

- Ensures that the Resident and Tenant files are created and maintained with the appropriate documentation. Ensures all move-ins and discharges are submitted to Head Office on a timely basis.
- Processes monthly pre-authorized payments for residents.
- Maintains resident trust accounts, including setup, deposits and withdrawals, deposit statements, monthly invoicing, posting charges, and upon closure ensuring all final transactions are entered and completed.
- Receives cash and cheques, provides receipts, deposits same to bank, and sends deposit form with backup email to the deposit email.
- Prepares reports such as billing activity reports and aged trial balance.
- Codes vendor invoices for approval and processing.
- Arranges for the installation and setup of Telecare units and monthly checks of units.
- Reviews monthly the accounts receivable report and follows up on any outstanding balances.
- Reviews billing PAP report to confirm Resident withdrawal amounts for the following month.
- Answers, directs and responds to phone call and enquiries.
- Performs office duties such as filing, ordering office supplies and processing mail.
- Liaises with Housekeeping and Maintenance to ensure the IL suites are cleaned properly and ready for tours and move-ins.
- Participates in a variety of meetings, including management, tours, and accreditation.
- Performs other related duties as required.

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QUALIFICATIONS:

High school graduation with additional training in accounting or related degree with three years business experience, or an equivalent combination of education and experience. Experience working with seniors an asset. Advanced knowledge and experience with MS Office and other related programs.

SKILLS AND ABILITIES:

- Ability to communicate fluently in English, both verbally and in writing.
- Demonstrated organizational, interpersonal, problem-solving and conflict resolution skills.
- Proven ability to establish and maintain relationships with residents, staff and external stakeholders.
- Proven computer skills.
- Ability to work independently and as part of a team.
- High attention to detail.
- Physical ability to carry out the duties of the position.
- Must pass a Criminal Records and vulnerable sector check.

HEALTH AND SAFETY RESPONSIBILITIES:

- Responsible to read, understand and comply with Park Place and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
 - Uses safe work procedures,
 - Promotes health and safety policy and awareness,
 - Makes safety suggestions.
 - Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of Residents, self, other workers, and the general public.
- Reports any near miss, injury, and accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.
- Makes safety suggestions.

Physical Demand Analysis:

Requires a significant amount of sitting, walking, reaching, bending, pushing, and standing. In an average day the employee spends two to six hours sitting. Lifts a maximum of 14kg. Must be able to manage stressful work situations with dexterity.

Health and Safety Risks – Environment

- Physical: Strain on shoulder, neck and back.
- Environmental: Draught, dust exposure, working alone situation.
- Chemical: Equipment cleaners minimal
- Biological: Exposure to communicable diseases (e.g., colds, influenza, GI issues)
- Radiation: None