

BUSINESS MANAGER

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| Reports to: | Founder/ CEO | Department: | Administration |
| Classification: | Salary – FT 40 Hours/ week | Date: | 02/2020 |

Full Job Description

Business Manager – Next Steps 4 Seniors

Rochester

Next Steps 4 Seniors was founded in 2012 and strives to help senior adults find safe and affordable housing, to live out their years with dignity and grace.

We are seeking a great communicator and administrator that will be highly motivated in running the day to day operations and dedicated to efficiently implementing the strategic goals of the organization. We are looking for a passionate business manager, with great people and organizational skills, and driven to develop policies that will make a difference in the lives of seniors.

Business Manager Position Summary

Under the direction of the Founder/CEO, the business manager is responsible for providing overall operational and administrative leadership in managing the day to day functions required to adequately run Next Steps 4 Seniors, ensuring effective management of the business in delivering superior results with exceptional customer service consistent with the mission of the company.

In addition, the business manager will operate with integrity at all times, be responsible for employee and contractor training, engagement and development, consistent enhancement of short and long term plans in support of the company's mission, including but not limited to the administrative, operational and compliance responsibilities.

Qualifications and Required Experience for Business Manager:

- Bachelor's Degree preferred.
- Payor Source knowledge and experience required.
- Two years minimum experience in senior living or advocacy.
- Ability to read and interpret financial statements and manage a budget preferred.
- Experience in sales and marketing preferred.
- Supervisory experience preferred.
- Team player
- Excellent communication skills and compassion for older adults.

Primary Responsibilities for Business Manager:

- Business manager ensures the highest quality of customer service is maintained at all times.
- Implement and enhance operational integrity values for the company.
- Create and maintain a high level employee, contractor, resident/client and family satisfaction.

- Maintain and develop new resource relationships to enhance the business objectives, efficiency and innovation.
- Identify and implement sound procedures for the sustainability and consistent growth of Next Steps 4 Seniors.

Administrative

- Coordinate planning for sales meetings. Including the development of sub committees.
- Hire and supervise employees, ensuring adequate staffing and quality supervision of placement process.
- Responsible for being a resource for the content within the employee-handbook.
- Manage the incoming requests and maintain structure to ensure effective communication with internal and external stakeholders.
- Identifying areas for program growth and development.
- Conduct workshops / lectures for Next Steps 4 Seniors to increase overall awareness.
- Management and tracking of activities, producing regular reports to the CEO
- Create target growth benchmarks and dashboard metrics for Next Steps 4 Seniors

Governance

- Develop policies and procedures to ensure that the organizational operations are compliant and effectively run and implemented.
- Proficiency with software applications/programs/tools used by Next Steps 4 Seniors.
- Ensure the Next Steps 4 Seniors is proactively kept abreast of industry trends, services and amenities.

Organization Promotion

- Build community presence to promote brand including promotion and media engagement.
- Develop marketing materials.
- Consistent Social media promotion and organization awareness.

Submit cover letter and resume to:

Next Steps 4 Seniors **OR** **EMAIL: wjones@nextsteps4seniors.com**

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