



**BERWICK**  
RETIREMENT COMMUNITIES



### **Experience the Berwick Difference**

Since 1989 Berwick Retirement Communities has been committed to offering the highest quality in retirement living. We have seven residences across British Columbia: Victoria (2), Nanaimo, Comox, Kamloops, Campbell River, and Qualicum Beach. We are proud to be an award winning group that is Island Owned & Managed.

This is a unique and exciting opportunity for the right candidate to serve as General Manager at our beautiful community in Campbell River, BC.

***Are you a dynamic connector with outstanding soft skills?***

***Are you an adaptable and inspirational leader?***

***Does leading a community of staff and residents in a hospitality focused environment feel like a dream come true for you?***

If so, we would love to have a conversation with you.

### **About the Role:**

The General Manager is responsible for the overall management, operation, and community engagement of a 132 suite retirement community comprised of independent & assisted living.

- Full-time
- Must be flexible in hours of work to meet operational requirements
- On-call duties as required
- Full and comprehensive benefits package
- Compensation commensurate with experience

For more information, visit [www.berwickretirement.com](http://www.berwickretirement.com). Proud to be BC owned and operated.

The successful candidate will possess exceptional leadership skills to direct and support a management team. The General Manager is responsible for all aspects of community life, including resident satisfaction, financial leadership, sales and marketing, and human resource management. Externally, the General Manager will establish strategic community relationships with key stakeholders that will enhance Berwick's operations, reputation, and promotion in the community.

**Knowledge, Skills & Abilities:**

- You possess the ability to lead at both the strategic and operational levels
- You are an energizing, inspiring, and innovative leader
- You have the ability to draw people together in collaboration
- You possess strong interpersonal and conflict resolution skills to support a management team
- You are not afraid to communicate openly at both business and technical levels
- You are a confident builder of strategic community relationships / bridge-building with relevant stakeholders within the wider business community
- Excellent written and oral communication skills with the ability to effectively supervise and lead activities of department managers
- Strong ability to develop and set goals, and ensure accountability to goals under a continuous quality improvement philosophy
- Self-motivated team player with a strong ability to effectively interact with various individuals involved in providing holistic care in a flexible resident focused environment

**Qualifications:**

- Degree or diploma in gerontology, nursing, social work, hospitality, or business
- A minimum of two years management experience as a General Manager in a retirement community or similar experience in a hospitality setting
- Experience in a progressively responsible role with demonstrated ability in leadership, human resource management, sales and marketing, and financial management
- Solid understanding of business planning processes and key business metrics to be achieved
- Demonstrated sound financial knowledge and understanding of how decisions can impact results
- Experience working with seniors, families, and the community
- Knowledge of the Community Care & Assisted Living Act would be an asset
- Computer proficiency (Microsoft Office applications)

Berwick Retirement Communities promotes an environment which integrates hospitality with superior customer service and care. As the General Manager you will uphold a philosophy that respects the resident's dignity and self-esteem by supporting choice, independence, and autonomy.

Please email your cover letter and resume to the attention of the Human Resources Manager at [hrmanager@berwickrc.com](mailto:hrmanager@berwickrc.com). A criminal record check is required pursuant to the Criminal Records Review Act for working with vulnerable adults. TB test and employment medical also required.

**What Our Staff Are Saying About Working With Berwick Retirement Communities**

*I love working at Berwick. Each day presents different opportunities to challenge ourselves. I get to work closely with staff and residents to ensure that the programs we offer are the highest quality and most up to date. We have such a great team that supports each one other and inspires me to do my best.*

*- Jacqueline, Recreation Manager Berwick on the Park since 2017*

*One of the things I enjoy about working with with Marquise at Berwick is the people I am surrounded with. My team is upbeat and focused on teamwork and high quality food. The company also has room for growth which is what we all want from an employer.*

- James, Sous Chef, Marquise Food Services at Berwick on the Lake since 2004

*It has been my pleasure to work at Berwick these past 10 years as a Resident Care Aide. I have enjoyed sharing many touching moments with residents and staff; they are all like family to me.*

- Heather, Enhanced Living Services, Berwick House since 2008.