



**BERWICK**  
RETIREMENT COMMUNITIES



## Join our Team

Since 1989 Berwick Retirement Communities has been offering quality retirement living in seven residences across BC: Victoria (2), Nanaimo, Comox, Kamloops, Campbell River & Qualicum Beach. We are proud to be Island Owned & Managed.

**Berwick Royal Oak Retirement Community has an opportunity for a highly organized, experienced Administrative Manager to join our management team as Office Team Leader.**

This position will work full-time, Sunday-Thursday day shifts for a weekly average of 37.5 hours. It includes a comprehensive benefits package, including medical, dental, extended health, insurance, and employer matched RRSP.

### Duties:

The Office Team Leader is responsible for organizing and coordinating front office operations and procedures as it relates to resident services, billing systems and related move in/out documentation. The Office Team Leader supervises the Reception/Concierge & Courtesy Car Driver staff, to coordinate the day-to-day workflow process and to monitor quality control and service delivery, also assumes Manager-On-Call duties on a rotating basis.

This position reports directly to the General Manager, maintains confidential information, operates a multi-line switchboard, performs data entry and carries out basic accounting functions. The successful candidate will have experience in a management or supervisory capacity with a minimum of three years office administrative experience and some basic hands on accounting knowledge. As First Responder, this position responds to emergency calls from residents and assesses the need for medical assistance when necessary.

### Qualifications:

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

Proficient with MS Office programs (word, excel & outlook)  
Excellent word processing, database, spreadsheet and data entry skills  
Basic accounting and reconciliation skills  
Strong multi-tasking, time management and communication skills  
Strong attention to detail is essential  
Patient, reliable and service oriented  
Must be well organized and have the ability to meet deadlines and objectives by way of hands on work and through task delegation  
Self-motivated team player with excellent judgment and interpersonal skills with co-workers, seniors, and the general public  
Ability to effectively interact with various individuals involved in providing holistic care in a flexible resident focused environment  
Emergency Level I First Aid & CPR  
WHMIS preferred  
Professional and confidential

Note: 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 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.