JOB DESCRIPTION

Job Title: Community Manager
Supervisor: Director of Operations
FLSA Status: Salaried, exempt
Date Approved: November, 2010

OVERALL JOB PURPOSE

Demonstrate the leadership and managerial skills necessary to: 1) achieve a positive atmosphere and lifestyle for the Community’s residents; 2) ensure a productive, safe, and professional work environment for all Community staff members; 3) inspire and foster a collaborative management team that understands and promotes its shared authority, responsibilities, and duties; 4) promote a positive Community image that will ensure one hundred percent (100%) occupancy; and 5) operate a fiscally sound and efficient organization that produces adequate profitability.

MINIMUM JOB QUALIFICATIONS AND REQUIREMENTS

Prior management experience of four (4) years; including operational and financial experience in managing employees, customer service, budget process, purchasing, payroll, and accounts payable/receivable.

Willingness and ability to live on-site in an assigned apartment.

Demonstrated ability to work in a team setting and to convey strong public-relations skills.

Experience in computer use and relevant software applications are preferred.

In addition to the above, the following skills are preferred: experience serving senior citizens; familiarity with laws and regulations applicable to the Community and Human Resources.

Must be 21 years of age.

Demonstrated ability to communicate effectively in English, both verbally and in writing, with residents and staff.

Meets state health related requirements (as applicable for position).

Ability to work in a team setting and be a team player.

Commitment and respect for all individuals.

Ability to keep all business and operations information confidential.

Possess organizational skills.

Possess excellent customer service skills.

Ability to work under time constraints and meet department deadlines.

Ability to follow and adhere to policies, procedures and standards.
ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Provide leadership, supervision, training, guidance, and communication while overseeing all aspects of Community Management, including special attention to the following areas:

Census—Develop and implement techniques and resources designed to attain and maintain 100% occupancy at all times through effective Community relations, special events, direct-inquiry calls, Community tours, etc. Devote time each week for Community outreach, follow up on direct inquiries, and conduct tours to prospective residents.

Budget—Participate in the formulation of the annual Community budget. Follow the approved operating budget. Communicate and obtain approval from the Director of Operations for exceptions.

Resident Relations—Assess resident satisfaction through continued personal interactions. Identify areas of concern regarding residents’ well-being and suitability to reside in the Community. Conduct monthly resident meetings. Respond to emergency calls from residents and take appropriate action.

Respond in a timely manner to resident complaints regarding any issue to assure residents are receiving services that meet Sunshine Retirement Living standards. Make recommendations for solutions to the Director of Operations.

Human Resources—Develop and maintain staff that provides quality service and ensures resident satisfaction. This includes direct responsibility for hiring; training; supervision; scheduling of hours, breaks, and meal periods; performance management, discipline, and discharge. Oversee and evaluate the effectiveness of the Assistant Managers and Community Executive Chef in fulfilling their responsibility to manage and supervise their assigned unit effectively.

Food Service—Direct, evaluate, and interact with the Community Executive Chef in budgeting; inventory; reporting; preparation and serving of attractive, appetizing, and balanced meals in accordance with Sunshine Retirement Living guidelines. Maintenance of clean, sanitary, safe, and attractive kitchen and dining facilities shall be a priority for all staff.

Maintenance—Ensure that day-to-day building and ground maintenance issues are adequately addressed and resolved, either by maintenance staff, contractors, or Home Office Maintenance Department staff.

Accounting—Submit reports, invoices, and other financials; record revenue and expenses on a regular basis in accordance with the Sunshine Retirement Living guidelines.

Safety—Ensure that the Assistant Managers maintain the Sunshine Retirement Living Safety Program. Share responsibility with the Assistant Managers and Community Executive Chef to enforce regular employee Safety Committee meetings.

Exercise managerial and supervisory authority in a manner that complies with Sunshine Retirement Living guidelines and applicable laws. Interpret, implement, comply with, and effectively enforce Community practices consistent with such policies and laws.

Provide effective and timely resolutions to problems occurring in the Community, using available resources and following company guidelines.

Address issues impacting all areas of Community Management and resident satisfaction through weekly meetings with the Management Team.

Assume responsibility for managing all day-to-day aspects of units directly supervised by the Assistant Managers and Community Executive Chef in their absence to assure the smooth operation of those functions.

Share responsibility with the Assistant Managers to respond to emergencies, evaluate resident needs, and take appropriate action.

Oversee all programs and requirements necessary to make the Community profitable and successful.

Attend conferences, training sessions, and managerial meetings as required.

Delegate responsibilities that are appropriate to other staff members in order to meet the needs of the Community.
Be responsible for maintaining normal business hours for the Community.
Perform other Community staff members’ duties, if necessary, for the continuous operation of the Community.
Perform other duties as assigned by the Supervisor.

OTHER JOB DUTIES AND RESPONSIBILITIES
Perform all work assigned for the agreed-upon salary, accepting no additional payment or non-perishable gifts from residents, vendors, Community management, or others.
Meet the assigned work requirements of the job. Regular attendance is required.
Serve as a role model for all employees by displaying a responsible, cooperative, and positive attitude.
Represent the in a professional, courteous, and friendly manner.
Adhere to dress/appearance code. Changes in attire may be dictated by special occasion or weather conditions. If you have questions, check with your supervisor.
Adhere to company policies.
Promote resident advocacy and demonstrate excellent customer service at all times.
Follow specified procedures as outlined in the Safety Manual regarding the handling of contaminated material encountered in accidents or injuries on the Community premises.
Attend education and training classes as necessary to fulfill state regulations applicable to the position.
Maintain personnel, resident and business proprietary and/or confidential matters/material in strict confidence with management of the company (and/or other company staff as needed).
Maintains current food handlers permit as necessary to fulfill state regulations.
This position is considered a universal employee worker and will be crossed trained in other positions as directed by the supervisor.
PHYSICAL REQUIREMENTS

Physical Demands and Work Environment
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The Community reserves the right to revise the duties set forth in this job description at its discretion.

By signing below, I acknowledge that I have received this job description. My signature further acknowledges that I have reviewed this job description and understand that I have the individual and joint responsibilities to fulfill all of the essential duties listed on a consistent and ongoing basis.

_________________________________________  ________________
Employee’s Signature                      Date

_________________________________________
Employee’s Name (print)