



GRACE MGMT INC.  
A CPF LIVING COMPANY

**JOB DESCRIPTION**  
**Grace Management, Inc.**

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**Position:** Business Office Manager

**Reports to:** Executive Director

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**Summary of Duties**

This position oversees all aspects of the business office and administrative oversight of the front office associates. Provides clerical support, organizes and maintains resident and associate files, assists with resident requests, and assists in the coordination of resident, family, and guest services. Maintains account receivables, payables, payroll, insurance, and other accounting and human resources functions as assigned.

**Essential Functions**

- Assess charges for monthly resident rent and ancillary charges and post receipts.
- Maintains accounts receivables and payables.
- Maintain petty cash/PCards and reconcile account balances.
- Process resident deposits and security/reservation deposits and submit to GMI home office.
- Input into accounts payable and accounts receivable software all information necessary for community.
- Receive and process all NSF checks.
- Prepare month-end weekly report recap and distribute.
- Coordinates vendor needs as requested.
- Maintains accurate resident files.
- Possess basic understanding of accounting principles.
- Monitor, edit, and input payroll time punches to include missing punches, paid time off (sick, vacation, personal holiday, other), not to exceed associate PTO bank, and monitor holiday hours and eligibility.
- Run payroll reports for community management and home office on weekly or bi-weekly basis.
- Assist in benefit enrollments for medical, dental, and ancillary benefit plans.
- Coordinate and forward all new hire paperwork, associate maintenance forms, and required termination paperwork to home office in a timely manner.



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- Possess basic understanding of associate handbook policies and ability to explain policies to associates.
- Possess basic understanding of associate benefit package and ability to explain on a basic level to associates.
- Possess basic understanding of labor laws, posters, and legal required notifications.
- Possess basic knowledge of forms and procedures as it relates to payroll and human resource topics.
- Maintain employee files with respect to confidentiality and legal compliance.
- Work closely with payroll administrator and home office.
- Ability to maintain confidentiality and professionalism in all things related to associate pay, benefits, and other private matters.
- Supervise front desk operations.
- Provides front desk coverage and answers phone.
- Supports other departmental clerical needs as requested or as necessary.
- Organizes office functions, schedules, and communication.
- Oversee maintenance of office equipment.
- Assure budgetary compliance for office.
- Keep inventory of office supplies.
- Participates in required meetings, training, and staffing.
- May be required to participate in the weekend manager on duty.
- Performs other related duties as assigned by supervisor.

### **Non-Essential Functions**

- Supports and participates in the resident centered activity programs.
- Participates in projects or committees as assigned.
- Attends all associate meetings including in-service education and associate functions, as requested by supervisor.
- Assists in a variety of tasks involving residents as assigned.

### **Knowledge, Skills, Abilities, and Experience**

- High school diploma or GED equivalent and three years of relevant office training and bookkeeping or comparable post-high school education which may include vocational or college education, supervisory skills a plus.
- Computer skills including Windows, Office, Word, Excel, Outlook, internet-based payroll, and property management programs.



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- Good grammatical and writing skills, proficient with email process and etiquette.
- Ability to read, write, and speak English.
- Ability to comprehend and apply regulations, employment, and labor laws, local, state and federal standards and requirements.
- Must have the interpersonal skills to work with various levels of people, associates and residents.
- Familiarity with office equipment including fax, copier, computers, scanner, phone, postage meter.
- Be free of communicable disease.
- Completion of drug testing and criminal record background check upon hire and upon request of supervisor.
- Physical requirements include bending, standing, lifting, stooping, sitting, walking, stretching, and ability to lift/carry up to 40 pounds.
- Able to travel for regional meetings and other meetings as requested by supervisor.