

THE REUTLINGER COMMUNITY
ASSISTANT EXECUTIVE DIRECTOR

DEPARTMENT: Administration

EFFECTIVE DATE: October 2, 2025

REVISION DATE:

Exempt: X

Non-Exempt:

I. JOB SUMMARY

The Assistant Executive Director (AED) is responsible for assisting the Executive Director in the overall leadership and operations of the community, which includes assisted living, memory care, and skilled nursing. This role ensures high-quality resident care, effective business and financial operations, strong compliance with regulations, and positive community relations. If the community has a Homeowners Association (HOA), the AED may also serve as a liaison with the HOA. The AED serves as Manager on Duty in the absence of the Executive Director.

II. JOB RELATIONSHIPS

Responsible to: Executive Director

Workers Supervised: Human Resources, concierge/administrative staff.
Supervises department directors in absence of Executive Director.

Interrelationships: All staff within the TRC community, other health care providers, residents, vendors, licensing agency representatives, and visitors.

III. ESSENTIAL JOB FUNCTIONS

Leadership & Strategic Management in conjunction with Executive Director

- A. Support the Executive Director in achieving the mission, strategic plan, and operational goals.
- B. Take part in sales initiatives by participation in industry group and community functions including networking events

- C. Lead and develop department heads and staff, fostering a culture of accountability, service excellence, and continuous improvement.
- D. Able to work in various positions at community and fill in as needed. Serve as Manager on Duty in the Executive Director's absence. This may also include overseeing and managing a department in the absence of the department head.
- E. Actively participate in planning, goal setting, and organizational change management.

Resident Care & Services in conjunction with Executive Director

- A. Ensure services are delivered in accordance with resident needs, regulatory requirements, and organizational standards.
- B. Oversee admissions, assessments, and service plans for prospective and current residents.
- C. Create a safe, stimulating environment that promotes well-being, independence, and dignity.
- D. Address and resolve resident and family concerns in a timely and professional manner.

Business & Financial Management

- A. Assist in the development, monitoring, and analysis of operating and capital budgets, including forecasting, planning, and managing the replacement of major capital items (e.g., HVAC, roofing, parking surfaces); support maintenance duties as needed, with assistance from the Eskaton Support Center. Monitor revenue, expenses, occupancy, and payroll to ensure financial goals are met. (If applicable)
- B. Oversee billing, collections, petty cash, and resident trust accounts in coordination with corporate accounting.
- C. Ensure accurate coding, reporting, and variance analysis for monthly financial statements.

Human Resources & Staff Development

Supervise HR staff in their responsibilities including but not limited to the below:

- A. Recruit, hire, train, coach, and evaluate staff; implement corrective action when needed.
- B. Oversee employee relations, compliance with corporate personnel policies, and adherence to labor laws and collective bargaining agreement (if applicable).
- C. Ensure accurate scheduling and payroll records; monitor attendance, overtime, and leave usage.
- D. Conduct and/or facilitate orientation, onboarding, and ongoing staff training.
- E. Encourage a positive team culture and employee engagement.
- F. Maintain complete and accurate resident and employee records.
- G. Head Employee Engagement Committee

Property & Campus Management

- A. Direct the maintenance, safety, and appearance of the community buildings, grounds, fitness center, pool, and common areas.
- B. If the community has a Homeowners Association (HOA), partner with the HOA to ensure compliance with applicable regulations and community agreements. If the community has a Homeowners Association (HOA), serve as a representative or member of the HOA Board of Directors. Oversee service contracts, vendor relationships, and capital improvement projects.
- C. Regulatory Compliance & Risk Management
- D. Ensure compliance with federal, state, and local regulations, including RCFE licensing standards.
- E. Maintain corporate compliance, HIPAA, and workplace safety standards.
- F. Conduct audits, inspections, and reviews to identify risks and implement corrective actions.

Customer Service & Community Relations

- A. Promote resident and family satisfaction through responsive service and open communication.
- B. Support sales efforts by conducting tours, explaining services, and communicating Eskaton's value proposition.
- C. Build and maintain positive relationships with residents, families, staff, volunteers, vendors, and community organizations.
- D. Represent Eskaton's interests in the HOA and local community.
- E. Other duties as assigned by the Executive Director and may include supervision of additional departments as needed.

Corporate Compliance

- A. As an employee of TRC, fully complies with all provisions in the Corporate Compliance Policy. Full compliance with the policy is a condition of employment with TRC.
- B. Promotes compliance with the Corporate Compliance Policies among subordinates.

HIPAA Compliance

- A. As an employee of TRC, fully complies with all provisions in the Health Insurance Portability and Accountability Act. Full compliance with the policy is a condition of employment with TRC.
- B. Promotes compliance with the HIPAA Policies among subordinates.

Leadership/Management Skills

- A. Responsible for hiring, orienting, training, coaching, counseling, promoting, evaluating and employment decisions for the department.
- B. Responsible for the supervision and organizational structure within the department. Delegates and follows-up in an appropriate manner to ensure quality, equity, and consistency within the department.
- C. Conducts employee performance appraisals in a timely and thorough manner.
- D. Is accountable for the development and maintenance of the department's budget and is fiscally responsible in accordance with those budgets and policies.

- E. Leads by example. Provides appropriate supervision in accordance with TRC's prime values and the established mission.
- F. Maintains constructive relationships with managers, peers, and employees. Works towards the benefit of the facility in establishing a positive work environment, demonstrating value to all staff and residents.
- G. Attends, participates and facilitates appropriate in-service and other educational or management meetings.
- H. Encourages the implementation of TRC's Problem-Solving Process.
- I. Demonstrates the ability to complete job objectives in a timely manner.
- J. Demonstrates positive behavior characteristics such as a positive attitude, initiative, cooperation, adaptability, fairness, ingenuity, dependability and integrity.
- K. Plans and organizes assignments and workflow in order to achieve maximum effectiveness and efficiency.
- L. Performs other duties and assignments deemed appropriate by the Executive Director.

Interpersonal Relationships

- A. Communicates unresolved work-related problems using chain of command, consistently demonstrates effective problem solving skills and handles confidential information appropriately.
- B. Demonstrates flexibility with a changing workload/case load, sets priorities accordingly and carries out job assignments in a self-directed manner.
- C. Remains calm in an environment with many demands and frequent changes and interruptions.

Teamwork

- A. Is friendly and courteous to residents and co-workers. Models a service attitude towards others, takes ownership in solving problems and takes the initiative to improve situations.
- B. Works as a team player within the department and with other departments in the facility.
- C. Assists co-workers when own work is thoroughly completed and/or is asked by the appropriate supervisor to do so.

Miscellaneous

- A. Works in accordance with established safety guidelines with emphasis on the use of proper body mechanics and safe work practices; wears appropriate safety gear.
- B. Maintains attendance as outlined in TRC policy.
- C. Attends and participates in appropriate in-service and department meetings.
- D. Promptly reports noticeable environmental or equipment repair needs to the maintenance department.
- E. Wears prescribed uniform and follows prescribed dress code. Maintains a professional image to the public and residents.
- F. All employees will have a criminal record clearance prior to presence in the facility.
- G. Health screening and tuberculosis test results will not be older than 6 months and received by the facility within 7 days of employment.

IV. QUALIFICATIONS:

Education:

- Two years of college (required); bachelor's degree in business, healthcare administration, or related field preferred.
- Must hold a valid California RCFE license.

Experience:

- Minimum three years of experience managing residential care, senior living, or large community operations.
- Experience supervising staff, budgeting, and managing multi-department operations.
- Knowledge of property management, HR practices, and financial management.

Skills & Abilities:

- Strong leadership, communication, and interpersonal skills.
- Ability to analyze financial and operational data to inform decisions.
- Knowledge of applicable laws and regulations.
- Proficiency with computers and relevant software (scheduling, accounting, HRIS).
- Ability to foster teamwork, resolve conflicts, and drive results.
- Flexibility in work schedule as evidenced by working holidays, evenings, weekends, and additional shifts when necessary to ensure adequate coverage within the department.

Competencies:

- Leadership & Strategic Thinking
- Financial & Business Acumen
- Resident-Centered Service Orientation
- Human Resources & Talent Management
- Communication & Relationship Building
- Change Management & Problem Solving
- Operational & Project Management
- Technical Proficiency

Working Conditions:

- Normal office and community environment with regular walking throughout the campus (approximately 25% of time on feet).
- Minimal physical effort required, but frequent interaction with residents, staff, and families.

Other Requirements

- Must be at least 21 years of age.
- Current first aid certification.
- Health screening and TB test (within 6 months).
- Criminal record clearance prior to employment.
- Completion of 20 hours of continuing education annually, including dementia care training.