



## Executive Director Search

Northwest USA

CONFIDENTIAL

**We are specifically looking for a great, engaged top-level Club GM for this position.**

This is an excellent opportunity to transition to a unique, diverse and growing world of senior living. This client is wanting the expertise of a hospitality professional to break the traditional senior living mold. NO medical, senior living, or other related experience is necessary however a proven track record of hospitality excellence and at minimum a bachelor's degree is. Post bachelor's degrees are a bonus!

If you are ready for a new chapter in your career using the experience you have built working with members, staff and governance, this may be a great opportunity!

Our client is a premier, nation-wide, company that offers outstanding work-life balance, quality of life and is considered a leader in the industry. This position offers full relocation, an excellent salary and complete benefits.

**Job Title: Executive Director**

**Directly supervises Department Managers**

**Property: Premier Senior Living Community**

**Reports to: Regional Director of Operations**

### REQUIRED QUALIFICATIONS:

- At least six years' as General Manager or Director of Operations with stable experience in the hospitality industry; hotels, resorts, private clubs.
- Charismatic, sales'-oriented Manager who is genuinely interested in building strong relationships with residents, staff, and guests. Some previous work with seniors is preferred.
- Ability to provide leadership to a staff with diverse skills. This includes members with medical training.
- Ideally will provide personal, empathetic, and meaningful service and be an inspiration to the staff in this area.
- Must be able to give persuasive oral presentations to groups of all sizes.
- Ability to communicate tactfully with staff, residents, family members, visitors, state agency personnel, and the general public.
- Must be willing to work weekends and evenings as necessary.
- **Bachelor's degree (minimum required) in business, hospitality or health care industry.**
- Intermediate knowledge of MS Office, especially Excel and Word.

### POSITION RESPONSIBILITIES:

- Ensure that goals and standards of the Community are upheld in all areas of the operation.

- Provide strong leadership, including a daily meeting to help build a culture of commitment to the mission, values, and standards of the organization.
- Participate actively in team sales meetings by sharing ideas, helping develop others' ideas and evaluating proposed courses of action.
- Use the organization's communication tools/strategies to build trust and resolve prospects' ambivalence.
- Help recruit, hire, train, and lead staff to achieve operational objectives.
- Lead, train and continually reinforce a culture of hospitality and service excellence.
- Plan, develop, evaluate, implement, and enforce approved community policies.
- Plan, organize, and lead the staff to produce resident satisfaction, positive cash flows and profitability.
- Ensure residents' rights are upheld to the highest standards.
- Maintain a safe, appealing and clean environment for residents and staff that meets or exceeds regulatory requirements.
- Establish agreements and contracts as necessary to assure services are provided.
- Follow expense authorization procedures when making purchases or commitments.
- Delegate appropriately to ensure growth of the staff while maintaining accountability.
- Ensure that team members are empowered to provide outstanding hospitality and service.
- Responsible for the completion, storage, and submission of reports and records as necessary to meet regulatory and management requirements.
- Perform all other duties as assigned

### **Salary & Benefits**

This position has an excellent salary and benefits package and is commensurate with qualifications and experience.

### **Applications**

Please send your CONFIDENTIAL resume and cover letter that clearly explains why you would want to transition from the Club business to this position to Brian Marcus, Global Hospitality.  
[brian@globalhospitality.com](mailto:brian@globalhospitality.com).