

Dual-Site House Manager – Senior Independent Living (Sherwood & Wedgwood)

Full-Time | On-Site | Duncan, BC

Nova Pacific Care Inc. is looking for a capable, steady, and solutions-focused **House Manager** to oversee two **boutique independent living residences: Sherwood House (62-unit rental-based)** and **Wedgwood House (41-unit strata-based)**. This is a leadership role for someone who can run operations confidently, support staff, manage resident relations, and keep two smaller residences safe, compliant, and well-organized.

If you're the kind of leader who takes ownership, stays calm under pressure, and keeps standards high, you'll fit in well.

What You'll Do

- Oversee daily operations, building safety, cleanliness, and service delivery at both sites.
- Lead on-site staff, including housekeeping, dining, admin, maintenance, and night response.
- Manage tenancy functions: move-ins/outs, RTA documentation, rent collection, arrears follow-up, and resident communication.
- Conduct tours, handle inquiries, and maintain waitlists to support occupancy.
- Monitor budgets, review invoices, and submit accurate monthly reporting.
- Coordinate repairs, maintenance, and contractor work; ensure life-safety systems are up to date.
- Respond to resident concerns professionally and promptly.
- For Wedgwood House: support the Strata Council by reporting building issues, coordinating meetings, and implementing approved projects.
- Act as the on-site lead during emergencies and maintain preparedness procedures.

What We're Looking For

- 3–5+ years of management experience in senior living, hospitality, property management, or similar.

- Strong working knowledge of the **Residential Tenancy Act**; familiarity with the **Strata Property Act** is an asset.
 - Experience supervising staff; union experience helpful but not required.
 - Confident decision-maker with strong communication and problem-solving skills.
 - Proficient with Microsoft Office and administrative documentation.
 - WHMIS, FoodSafe, and First Aid Level 1 (or willingness to obtain).
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Who Thrives in This Role

- Someone who's structured, organized, and steady-handed.
 - Someone who can manage two buildings without drama.
 - Someone who communicates clearly and holds people accountable.
 - Someone who genuinely wants the residents to feel safe, heard, and respected.
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Working Conditions

- Full-time, on-site at both Duncan locations.
 - Participation in after-hours emergency response.
 - Occasional evening/weekend duties for emergencies, move-ins, inspections, or strata meetings.
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Why Join Nova Pacific Care

You'll manage two well-established senior residences with autonomy, support from Head Office, and the opportunity to directly influence resident experience and staff culture.
