



Emerald Communities is a mission-focused, not-for-profit organization that provides leadership for its affiliate organizations to create and enhance lifestyle opportunities for Seniors. Our Life Plan Communities include Emerald Heights in Redmond, WA, and Heron's Key in Gig Harbor, WA. These communities are home to over 750 residents who experience exceptional environments and care where community members thrive.

The **Executive Director** serves as the senior leader of Emerald Heights and is responsible for advancing the community's mission, culture, operational excellence, resident experience, financial performance, and strategic growth. Emerald Heights is a Life Plan Community offering a continuum of services and care, requiring an executive leader who can successfully balance operational excellence, resident experience, employee engagement, and strategic growth.

The Executive Director fosters a high-performing leadership team, builds strong relationships with residents and families, ensures regulatory compliance, and creates an environment where residents and employees thrive.

As a member of the Emerald Communities leadership team, the Executive Director also contributes to enterprise-wide initiatives, strategic planning, and organizational priorities. This role requires balancing the needs and success of Emerald Heights with the broader mission, goals, and long-term sustainability of Emerald Communities.

This role is expected to be onsite at our Redmond, WA office.

**Compensation:** \$210,000–\$230,000 annually

This position is also eligible for up to a 20% performance-based bonus.

Placement within the range will be determined based on the candidate's job-related skills, experience, and expertise as demonstrated throughout the interview process.

**Relocation Assistance:** Available for qualified candidates.

**We offer:**

100% paid medical, dental and vision, employer paid life insurance and AD&D. We also offer supplemental Life and Long-Term disability insurance. In addition, we offer Flexible Spending accounts for medical and childcare reimbursements. Eligibility begins the first of the month following 30 days of employment. Emerald Communities also offers retirement plans. On our 403(b) plan, we match 50 cents for every dollar saved up to 10% of your annual salary. Employer matching begins the first of the quarter following 1 year of employment. This role is eligible to accrue up to 21 paid time off days, 6 paid holidays and 3 personal days.

**Education and Experience:**

- Bachelor's degree in health care administration, business administration, gerontology, public administration or a related field required. Master's degree preferred.

- Current Nursing Home Administrator (NHA) license required or ability to obtain Washington license within a timeframe established by the organization.
- Minimum seven (7) years' experience in senior living operations required; ten (10) years preferred, including executive leadership experience in a Life Plan Community or similarly complex multi-level senior living campus.
- Demonstrated success leading complex operations including independent living, assisted living, memory care, skilled nursing, and support services.
- Proven experience managing large operational budgets, capital projects, and organizational resources.

#### **Leadership Competencies:**

- Leads with integrity, accountability, and transparency.
- Builds trust through visible, approachable, and authentic leadership.
- Develops and coaches leaders to achieve individual and organizational success.
- Demonstrates emotional intelligence and effective conflict resolution skills.
- Drives innovation and continuous improvement.
- Makes timely and thoughtful decisions aligned with organizational values.
- Balances strategic vision with operational execution.
- Creates a culture of belonging, engagement, and service excellence.

#### **ESSENTIAL FUNCTIONS:**

##### **Operational Leadership**

- Provides overall leadership and direction for all community operations.
- Ensures alignment with Emerald Communities' mission, values, strategic priorities, and performance expectations.
- Establishes a culture of accountability, collaboration, safety, and service excellence.
- Uses operational, quality, financial, and satisfaction metrics to drive continuous improvement.
- Represents Emerald Heights and serves as a key liaison with residents, families, community partners, regulatory agencies, and external stakeholders.

##### **Leadership & Team Development**

- Leads, develops, and supports a high-performing leadership team that fosters collaboration, accountability, and operational excellence.
- Creates a culture of trust, engagement, learning, and continuous improvement where employees feel valued, supported, and empowered to succeed.
- Provides coaching, mentorship, performance feedback, and professional development opportunities to community leaders and staff.
- Oversees workforce planning, succession planning, and leadership development initiatives to ensure organizational continuity and long-term success.
- Promotes employee engagement, retention, recognition, and talent development strategies throughout the community.
- Ensures organizational values, service standards, and performance expectations are consistently communicated, modeled, and upheld.

- Addresses employee relations issues in partnership with Human Resources while fostering a positive and respectful workplace culture.

### **Financial Stewardship**

- Provides overall financial leadership for Emerald Heights, ensuring responsible stewardship of organizational resources and alignment with Emerald Communities' financial goals.
- Develops, in collaboration with the leadership team, the annual operating and capital budgets and ensures their timely submission for review and approval.
- Monitors financial performance, analyzes trends and variances, and implements strategies to achieve budgeted and long-term financial objectives.
- Balances operational needs, resident experience, employee engagement, and financial sustainability in decision-making.
- Identifies opportunities to improve operational efficiency, revenue growth, occupancy performance, and cost management while maintaining high-quality services.
- Ensures appropriate financial controls, accountability, and compliance with organizational policies and procedures.
- Participates in long-range financial planning, capital planning, and strategic initiatives that support the future growth and sustainability of Emerald Heights and Emerald Communities.
- Collaborates with Emerald Communities leadership to support enterprise-wide financial priorities and organizational success.

### **Strategic Leadership**

- Leads execution of the community's strategic plan and annual operating priorities.
- Identifies opportunities for growth, innovation, and service expansion.
- Partners with corporate leadership to evaluate market trends, competitive positioning, and future opportunities.
- Develops and maintains succession plans for key leadership positions.
- Leads major organizational change initiatives with a focus on communication and stakeholder engagement.
- Partners with sales and marketing leaders to support occupancy goals, resident retention, waitlist development, and community reputation.
- Serves as strategic leader within Emerald Communities, contributing to enterprise-wide initiatives, organizational planning, and system-wide collaboration while advocating for the needs and success of Emerald Heights.

### **Resident and Employee Experience**

- Champions a resident-centered culture that promotes dignity, choice, wellness, and quality of life.
- Maintains a visible presence throughout the community and actively engages with residents, families, and employees.
- Monitors resident and employee satisfaction and develops action plans to address opportunities for improvement.
- Builds and maintains strong relationships with the Residents' Council, and other resident advisory groups.
- Communicates organizational priorities, policies, and initiatives in a transparent and approachable manner.

- Attends resident, employee, and community events to foster engagement and connection.
- Creates an environment where employees feel valued, supported, recognized, and empowered to succeed.

**Organizational Responsibilities:**

- Participates in leadership meetings, committees, and organizational initiatives.
- Maintains required licensure and continuing education.
- Supports safety, emergency preparedness, risk management, and quality improvement programs.
- Performs other duties as assigned in support of Emerald Heights and Emerald Communities.

All Communities employees must pass a criminal background check and other pre-employment requirements. We are an E-Verify employer.

Emerald Communities is an equal opportunity employer.

If you're interested, please contact Ashley Horsefield, Corporate Recruiter, directly at:

[ashleyh@emeraldcommunities.com](mailto:ashleyh@emeraldcommunities.com)