

Emily A. Buntin

PROFILE A seasoned professional and effectual leader with a proven ability to exceed goals consistently:

- 15+ years experience in the Senior Living Industry
- Passion to provide exceptional customer service
- Extensive marketing experience
- Powerful but gentle leadership abilities

EMPLOYMENT

November 2012- March 2016 **Administrator** *Skyline Estates Senior Living*

Manage day to day operations for a 80 bed Residential Care Facility. Work in conjunction with State Regulatory agencies, Public Guardian offices, Management team and Owners of community. Provide leadership and coordination between departments to create Elder Centered Care Plans to ensure the highest level of care for each resident. As the provider, act as the liaison between the clients and their primary care physician to ensure their medical concerns are addressed timely and efficiently. Supervise care staff, providing training on infection control, safe medication administration, OSHA compliance, food safety, how dementia effects the elderly, and safe practices when dealing with aggressive behavior. Perform all aspects of Human Resources for all employees, up to and including disciplinary actions, payroll, evaluations and supervision.

May 2011 – November 2012 **Community Marketing Director** *Carson Valley Senior Living*

Created marketing plan to increase number of inquiries to community. Work as a liaison to each department head with each new resident move in. Completed outreach marketing through the events and visits to local businesses. Provided resources to every inquiry, resulting in families choosing our community over competitors due to my approach. Transitioned each move in from inquiry phase to permanent resident, ensuring each participated in activities and were getting the care that they wanted and need.

February 2010 – April 2011 **Community Sales Leader** *Holiday Retirement*

Create and manage 30-60-90 event planners to generate and increase number of inquiries to each community. Work as a liaison to each community and their management team. Complete weekly visits to Vancouver businesses to make them aware and educate them regarding the programs located in The Bedford and Kamlu Retirement. Manage events at each community from conception, through the mailing and outreach marketing through the event itself and capturing all guests in creative but not invasive ways. Been told by families of both communities that they have chosen that community because I cared enough to sit with them and find the absolute perfect apartment for them.

July 2009- February 2010 **Administrator** *Premier Living, Inc.*

Manage day to day operations for a 16 bed Residential Care Facility with Enhanced Care Services. Ensured quality of care to clients who have developmental disabilities, along with medical complications. Work in conjunction with Mental Health professionals to rehabilitate clients and prepare them for a lower level of care. Provide leadership and coordination between mental health and medical side of operation to create Personal Centered Care Plans to ensure the highest level of care for each client. As the provider, act as the liaison between the clients and their primary care physician to ensure their medical concerns are addressed timely and efficiently. Supervise care staff, providing training on infection control, safe medication administration, OSHA compliance, food safety, how dementia effects the elderly, and safe practices when dealing with aggressive behavior. Perform all aspects of Human Resources for all employees, up to and including disciplinary actions, payroll, evaluations and supervision.

March 2007- March 2009 **Executive Director** *Bonaventure Senior Living*

- Incorporated policies and procedures into the community to increase resident and family satisfaction.
- Increased activity calendar to be more suitable for current residents, utilizing committees and resident participation to increase satisfaction from 75% to 90%.

- Increased resident referral to 95%.
- Increased census from 63.2% to 72.1% within 30 days, to 92.4% in 5 months.
- Decreased overtime from in excess 8% to under 1%.
- Increased EBITDA to \$42k per month from \$12k per month within 9 months.

February 2001- March 2007

Executive Assistant

EHC Management, L.L.C.

- Organized, prioritized and streamlined all of the COO's and Operations Finance Director's communication and appointments.
- Evaluated requests for COO and responded accordingly, via written and verbal correspondence.
- Created and maintained financial reports, including yearly budgets, bonus calculations, COL increase calculations, monthly operational analysis summaries and facility visit audit reports
- Managed 2 online ordering systems for the medical and chemical supply formulary, providing customer service to all EHC facilities for both systems.
- Maintained capital expenditure database, verifying all documentation received from facilities, Maintenance Directors and Divisional offices.
- Office Manager for 120 employee Home Office.
- Coordinated company meetings including negotiations of off-site venues.
- Started as Customer Service Representative in 2001, promoted to Executive Assistant in February 2003.

PROFESSIONAL ACKNOWLEDGEMENTS

February 2014:	Received License for Residential Group Home/Nevada
July 2007:	Certificate of Completion- Oregon Assisted Living Administrator (7/2011)
February 2004:	Employee of the Month- Evergreen Healthcare Management, L.L.C.
July 2002:	Employee of the Month- Evergreen Healthcare Management, L.L.C.
December 2000:	CTS Team Member of the Year- Medical Management International, Inc.

EDUCATION

Bachelor of Science in Agriculture Business Management, Oregon State University