



MISSION STATEMENT: Guided by our Christian heritage, we serve seniors of all faiths and create new possibilities for quality living.

Department: Administration
FLSA Status: Exempt
Reports to: President and CEO
Amount of Travel Required: 25-50%

Chief Technology Officer (CTO)

POSITION SUMMARY

The Chief Technology Officer (CTO) leads the technology services program, and is responsible for the advancement of PVM's policy and practices in the design, planning, procurement, and implementation of technology. Technology is defined in the broader sense as the hardware, software, connectivity and related matters relative to data, voice, conferencing, low voltage applications, and enabling/assistive technologies.

The CTO is responsible for the management of technology services, including staff, consulting/contractual resources, and operating and capital finances. The CTO facilitates and guides the strategic and business planning function for PVM's Technology Committee, a sub-committee of the PVM Finance Committee and serves as staff liaison to the Committee.

The CTO assists Executive Team Colleagues and organizational leaders in the development of new and repositioning of existing programs and services as it relates to technology. The position is responsible for the highest possible level of resident, staff, and client/customer satisfaction in the area technology and the identification and monitoring of performance measurements towards Service Excellence and Quality First goals.

ESSENTIAL FUNCTIONS

Essential Duties

Internal -- Leadership, oversight, development and implementation of PVM's Strategic Technology Plan advancing PVM's position in the effective and efficient design and use of technology including implementation of capital investments, information systems migrations, new facility development & pre-existing facility improvements.

External – Leadership, oversight, development and possible implementation (e.g. PERS response monitoring) of Technology Business Plan(s) advancing PVM's position of leadership in its field by providing fee-based intellectual capital, project management services and/or other technology-based services to the senior living industry. Attend and participate in all appropriate meetings and training opportunities in order to keep informed on current information and skill development.

Planning

1. Facilitates, guides, and coordinates PVM's initial strategic technology planning function and ongoing updates.

2. Facilitates the development and implementation of policy, objectives, and business plans that are integrated with the overall strategic plans. Specifically, designs and develops the business plan for the offering and delivery of consulting and/or development/project management services for voice, low voltage, and enabling assistive technologies, including the related case statement, market research, mission/vision, strategies, resources and organizational structure, financial proformas, financing, capital allocation, recommendations, and where appropriate an execution timeline.

Development

1. Assists President/CEO in the development of new and repositioning of existing facilities technological advances, including the program definition as it relates to technology design, planning, and implementation.
2. Work cohesively with SVP of Business Development and Finance to lead effort to establish flexible, up-to-date standards for technology systems in new construction projects that will be suitable to retro-fit pre-existing sites.

Implementation

1. Lead the successful installation of voice/telephone system, including leadership to the Telephone Systems Work Group, operating within established cost and cost saving parameters, and the appropriate training and utilization of investment to ensure the greatest benefit to PVM's overall investment.
2. Lead and assist the Technology Committee in the planning, organizational structure procurement, and installation of a personal emergency response system, including leadership to the PERS Work Group, development of capital budget, and the appropriate training and utilization of investment. Additionally, lead the development of the business planning that sets for the potential outsourcing of PVM services to regional senior living providers to recover PVM's investment and advance its Mission.
3. Lead and assist the Technology Committee in the planning, organizational structure procurement, and installation of a 911-Enhanced capabilities system, including leadership to the Enhanced-911 Work Group, development of capital budget, and the appropriate training and utilization of investment.

Other

1. Ensures compliance with state and federal regulations and reporting requirements related to technology. Responsible for insurance reporting requirements related to risk management affected by technology. Also responsible for HIPPA regulations as it relates to technology.
2. Supports, leads, and serves as staff liaison to the PVM Technology Sub-Committee (Ongoing with at least monthly meetings).
3. Establishes and maintains sound relationships with residents/clients and other users of technology to build customer service and satisfaction and with technology related companies partnering with and serving PVM's Mission. Establish and monitor performance measurements for technology that assist in achieving Service Excellence and Quality First goals.

4. Executes contracts and other documents necessary to provide for the functioning and necessary advancement of PVM's technology related programs and services within established PVM policy on Limits of Authority. Maintains technology related permanent contractual files.
5. Provides direction and leadership for technology functions. Ensures appropriate leadership of technology services functions, including procurement, product analysis and testing, billing, and related risk management. Delegates to, directs, coaches, maximizes full use of abilities and talents, evaluates (ongoing), disciplines direct reports in technology services.
6. Working across all departments, divisions, communities and projects, the CTO oversees all technology related functions and functionality, and ensures that adequate and appropriate information, analysis, and responsiveness is provided to Technology Committee, senior management, Administrators, and development partners for planning, monitoring, analyzing, standardizing, controlling costs, enhancing revenues, and allowing for decision support.
7. Responsible for communicating changes in technology climate affecting operations and required strategy changes.
8. Demonstrates a belief in and supports concept of mission driven services. Creates and maintains a positive atmosphere of leadership, including continuous quality improvement, teamwork, mutual respect, effective group process, professionalism, and accountability.
9. Attends and participates in all appropriate departmental and Village meetings and training and development opportunities.
10. Represents PVM to the public and assists in the development of relationships.
11. Embraces, upholds and promotes Presbyterian Villages of Michigan's mission, vision, beliefs, values, strategic goals, objectives and Servant Leadership.
 - a. Follow established policies and procedures including but not limited to:
 - i. Presbyterian Villages policies and procedures.
 - ii. Safety policies and procedures.
 - iii. Federal, state and local regulations.
12. All other duties as assigned

ESSENTIAL COMPETENCIES

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| <ul style="list-style-type: none"> • Accountability - Ability to accept responsibility and account for his/her actions and deliver upon expectations. • Listening - Ability to actively pay attention and seek to understand. • Relationship Building - Ability to form a meaningful and genuine connection with our residents, each other and the community. • Respect - Ability to show treat all with dignity and worth. • Communication, Written and Oral - Ability to communicate effectively with | <ul style="list-style-type: none"> others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions. • Technical Aptitude - Ability to comprehend specialized information. • Working Under Pressure - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems. • Assertiveness - Ability to act in a self-confident manner to facilitate completion |
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of a work assignment or to defend a position or idea.

- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Project Management** - Ability to organize and direct a project to completion.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Customer Oriented** - Ability to take care of the customers' needs while following company procedures.

- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Decision Making** - Ability to make critical decisions while following company procedures.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.

SKILLS & ABILITIES

Education

M.B.A. or Master's degree in Management or Information Resource Management.

Communications/Interpersonal Skills

- Ability to communicate technical and complicated information clearly and concisely (verbally and in writing).
- Ability to communicate professionally and tactfully with all levels.
- Ability to quickly assess and address emergency and non-emergency situations calmly and professionally.

Previous Experience

- 15 or more years of senior level management or consulting experience in a similar job.
- Experience in senior living and/or hospitality environment.
- Experience in budget preparation and management

Physical Skills/Requirements

- Reading, use of fingers, use of close vision, standing, walking, sitting, driving and talking.

Computer Skills

Expert and Proficient in Microsoft suite of productivity products, software variations, hardware installations, servers.

PHYSICAL DEMANDS

- Handling / Fingering
- Lift/Carry 15 lbs or more

Work Environment

Will work in normal office environment with exposure to various environments while traveling to other sites. Must have ability and willingness to work extended hours to meet needs of organization.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law only, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

Presbyterian Villages of Michigan (PVM) has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and PVM reserves the right to change this job description and/or assign tasks for the employee to perform, as PVM may deem appropriate.

Employee Name (Please print) _____

Employee Signature: _____ Date: _____

Prepared and reviewed by: _____ Date: May, 2013

Approved by:

Signature: _____ Date: _____
Sr. VP of Human Resources