

Ronald McDonald House Charities

House Relief Manager



Job Purpose

To oversee the operations and activities of the House during weekends, holidays, vacations and sick leave of full-time staff, helping to ensure and facilitate the smooth and caring delivery of RMHC services to guest families.

Essential Functions

Guest Services

- Meet, greet, and bid farewell to guest families and visitors
- Escort guest families to their assigned rooms and inform them of RMHC services and facilities
- Courteously and efficiently handles guest/visitor requests, services, and complaints.
- Facilitate the referral, check-in/check-out process and ensure consistency between House according to approved policies and guidelines.
- Monitor and ensure proper enforcement of House rules, rectifying situations when appropriate.
- Identify special family situations and discuss with the House Manager as necessary. Take disciplinary action as appropriate.
- Monitor service quality and oversee delivery of clean linens and towels for guest rooms, assuring that the accumulation to ensure that linen supplies are managed appropriately.

Volunteers/Community Relations

- Work with House Volunteers and supervise group volunteer projects.
- Conduct House tours for families and outside groups as needed.
- Effectively communicate RMHC needs and mission to the community.

Operations/Administrative

- Be familiar with operations, and educate others assisting with House operations, concerning House fire safety, security, heating and cooling systems.
- Monitor needs for House supplies and report needs to House Manager.
- Take telephone calls and relay messages.
- Monitor physical structure of the House, taking care of minor maintenance chores and arranging for other services as needed and as directed by the House Manager.
- Monitor and ensure RMHC House cleanliness and orderliness of all areas. This includes performing light house cleaning and organizing duties on a daily basis, as needed.
- Monitor and guarantee RMHC exterior grounds are well maintained. This includes working with groundskeepers, gardening groups, garbage/recycling services to ensure orderliness and curb appeal of all areas. This includes minor daily maintenance duties as needed.
- Provide general oversight of the House, including awareness of individuals and groups accessing the House.
- Accurately and completely maintain guest records thorough utilization of the RMHC Guest Facilities Management database, hard copy files, and room revenue logs.
- Must provide continuity for RMHC families through the management of RMHC operations and family services during weekends, holidays and other days off for full-time staff.
- Must be available for last minute coverage needs (able to report to the House with 24 hours notice or less).
- Other duties as assigned.

Requirements

- High school diploma required. Bachelor's degree in social work, psychology, business administration, non-profit management, or related field preferred.
- Must demonstrate good judgment, good decision-making ability, creativity and dependability.
- Proven leadership, excellent community relations, time management and organizational skills.
- Experience working with volunteers is preferred.
- Ability to work in a team environment.
- Ability to manage crisis situations.
- Excellent written and verbal communication skills and a strong desire to work with people.
- Competent computer skills and ability to operate agency database applications and spreadsheets.
- Experience working closely with families or children in times of stress is preferred.
- Passion for the mission of RMHC.
- Able to lift and/or move up to 10 pounds.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.

Hours

Part Time, Non-Exempt

Department

Programs and Operations Department. Reports to RMHC House Managers.

Application Instructions

Submit resume to Mark Anderson at manderson@mhckc.org. **Please no phone calls.**