

Ronald McDonald House Charities® of Greater Las Vegas
House Manager Job Description

Job Title: House Manager
Reports To: Director of Operations

FLSA STATUS

This position is classified as nonexempt status in accordance with the Fair Labor Standards Act (FLSA) guidelines. All nonexempt positions are paid an hourly rate and are entitled to overtime compensation.

Qualifications

- The House Manager must have at least 3-5 years working experience.
- To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below in the job summary are representative of the knowledge, skill, and/or ability required.

Summary

The House Manager position is used to cover the Ronald McDonald House by being on-site as scheduled, and may be scheduled any time during the week, weekends, holidays, and vacation days for other House and/or Weekend managers. This position has essential duties primarily in guest services, housekeeping, safety and facility conditions. The House Manager is a part time hourly employee that reports directly to the Director of Operations and indirectly to the Executive Director.

Direct Services

- Promotes an atmosphere of compassion, warmth and understanding.
- Checks guests in and out. Completes all forms and sets up charts. Updates registered guest lists. Monitors guest parking and facility keys and/or card access.
- Assists guests
- Is available at all times during scheduled shift(s) to respond to urgent or emergency situations. Performs all assigned safety inspections. Knows how to use all safety equipment and how to implement emergency procedures including communication system.
- Responsible to ensure that all areas are clean and in good repair; performs housekeeping/janitorial services during scheduled shifts; reports any damage, theft or other problem.
- Is responsible to clean and organize any area of the facility or surrounding grounds.
- Takes referral information and provides phone outreach to prospective guests and social workers.
- Supervises activities of volunteers, community groups or other organizations while on Chapter/House premises.
- Maintains supportive and open communications with guests, writes guest reports, may coordinate and participate in special “in-House” family events.
- Checks rooms and cleans if necessary upon check out of guests. Records all required information and collects room payment if applicable.
- Must report to the Director of Operations or Executive Director in instances in which House guests require emotional support, are in violation of House policies, or need assistance in obtaining support services.
- Quality control: utilizes facility check lists and files reports summarizing building conditions.
- Ensures the House is secure.
- Leaves a written summary of events while on duty for other staff.

Administrative

- Provides first impression of RMHC for guests in person and over the phone.
- Performs general clerical services as requested by staff.
- Secures any important documents that arrive during shift in the safety deposit box or other designated location.
- Enforces rules and policies of the Ronald McDonald House.
- Follows RMHC licensing and standard operating procedures.
- Enters guest records and program data in the database.

Fundraising Assistance

- Assists as necessary in the execution of fundraising campaigns.
- Educates public about RMHC/RMH, providing tours of House, etc., as appropriate.
- Accepts in-kind and monetary donations made during shift and completes necessary paperwork.

Skills/Competency

- Maintains confidentiality.
- Follows policies and procedures.
- Ability to communicate effectively both verbally and written in a positive and professional manner.
- Ability to multi task, prioritize and plan work activity with little to no supervision.
- Consistently arrives to work on time and as scheduled; makes arrangements for work responsibilities to be covered when absent; arrives at meetings and appointments on time.

Physical Demands/Work Environment

- The noise level in the work environment ranges from very quiet to loud.
- Physical demands include sitting, standing, bending and walking; frequent lifting and moving light to moderate weight (25 – 30 lbs.).
- Commits to working weekend, evening and early morning hours, and from time to time, extended hours of work when necessary to reach goals.

Ronald McDonald House Charities® of Greater Las Vegas House Manager Job Description Acknowledgement		
I have received, read, and understood the details of my job description and that it is my responsibility to comply with the essential functions of this position. Failure to do so may result in disciplinary action, up to and including termination of employment. Employer may skip disciplinary steps.		
Print Name	Signature	Date